



MARYLAND GOVERNOR'S OFFICE ON SERVICE AND VOLUNTEERISM

AMERICORPS STATE PROGRAM GRANTEE MANUAL 2017–2018

www.gosv.maryland.gov

Please note: This manual is intended to be used in conjunction with federal statutes and regulations, AmeriCorps Grant Terms and Conditions, AmeriCorps Notice of Funding Opportunity, Notice of Grant Award, approved grant narratives, performance measures, budget, and individual program policies.

Grantee Manual Overview

Purpose

The Governor's Office on Service and Volunteerism (GOSV) oversees the implementation of AmeriCorps State program funding across Maryland; funding is provided by the federal Corporation for National and Community Service (CNCS). The GOSV implements a monitoring system for AmeriCorps grantees that tracks their progress on approved program objectives, member activities, and budgets each year. The monitoring system includes fiscal and systems reviews as well as on-site visits, written progress reports, program staff meetings, and regular communication between the AmeriCorps program and GOSV staff. This grantee manual provides information on GOSV monitoring, policies, and procedures as of 2017-2018.

Updates

With developments at the national level, CNCS may assign additional grantee requirements and monitoring activities during the current program year. The GOSV will notify grantees immediately and work with program staff to fulfill any new program requirements. This manual may be amended throughout the year; any additions or changes that occur mid-year will be circulated digitally and at quarterly program staff meetings.

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Section I: Grantee Program Monitoring

1. The AmeriCorps Grant

A. Request for Proposals

Each AmeriCorps grant award is bound by a Notice of Funding Opportunity (NOFO) that stipulates all approved activities for the funding source. The NOFO is published by the Corporation for National and Community Service (CNCS). It includes the maximum cost per member service year and other budget limits, required member policies and procedures. The NOFO also cites relevant regulations and provisions that govern the use of the AmeriCorps funds during the annual funding cycle. In addition to the NOFO, each grant award is bound by Maryland's grant application instructions. These instructions provide guidance and requirements for AmeriCorps programming funded by the GOSV.

All grantees should **retain a copy of the original NOFO, as well as the current year [Terms and Conditions](#) from CNCS** and the **Maryland grant application instructions** published by the GOSV for each AmeriCorps grant application and award.

B. Grant Application

The grant application is the source of the structure and goals for each AmeriCorps program. In it, program applicants establish the critical unmet community need that is served by the AmeriCorps members, articulate the service goals that will address that need, and establish performance measures that will indicate when the need has been met. The application should include a detailed implementation schedule for the program year as well as extensive information on member recruitment and support, community engagement, program evaluation, and program staff capacity.

AmeriCorps grant applications are submitted and managed via the national online system called eGrants (To apply via eGrants, an applicant must create a user name and password). This system provides the structure for all portions of the AmeriCorps grant application, including applicant information, narratives, performance measures, and budget. Instructions for submitting grant applications in eGrants are provided in the NOFO each year. Grantees are responsible for updating and revising their grant applications in eGrants as requested by the GOSV or CNCS, and for maintaining records of all user names and passwords in the eGrants system.

C. Notice of Grant Award

The GOSV's Notice of Grant Award (NGA) is the legal document that makes the AmeriCorps program or planning funds available to the grantee. The NGA is included in an award packet that contains: the Award Letter, Cooperative Agreement, AmeriCorps Provisions, and Signature Pages. To access the AmeriCorps funds, grantees must return the Signature Pages, along with any other required information, to the GOSV at the start of the program year. Once the NGA is distributed, any substantive changes to the proposed program require the approval of the GOSV Director.

2. Programmatic Changes & Amendments

Each AmeriCorps program must be implemented as described in the approved grant application. Any changes, deletions, extensions, or amendments to this Grant Award must be in writing and receive written approval from the GOSV. Any other attempted changes, including oral modifications, written notices that have not been executed by both parties or in another form approved by the Commission, or other modifications of any type will be invalid. Programs must request GOSV review and approval before making the following changes:

- Modifications to the scope, focus areas, or goals of the program, whether or not they involve budgetary changes;
- Substantial changes in the level or dynamics of site or member supervision;
- Changes in key staff member(s) specified in the award paperwork, or reduction of staff time devoted to the program; or
- Altering service locations (i.e. “sites”) or the program’s designated service area.

The request must be submitted via email at least 15 business days before the effective date of the requested change. The GOSV will respond within five business days; the response may require further information before a decision is made. After all requested information is received and considered, the GOSV Director will render a decision on the requested change; all decisions will be final. To request a programmatic change, send the following information via **email** to your GOSV Program Officer.

1. Date of request
2. Effective date of change (must be at least 15 business days later than the date of request)
3. Description of proposed change (e.g. new service area, expansion of member services; please limit response to 500 words)
4. Reason for change (e.g. evidence of change in community need, effective interventions; please limit response to 150 words)
5. Explanation of, and how the program will minimize, the impact on current program operations (e.g. active sites, enrolled members; please limit your response to 150 words)

If a program is unsure if a formal change request is needed, please consult with your GOSV Program Officer. If approved, the program must document the change and ensure that all partners are properly notified. If applicable, the program should submit a new organizational chart to the GOSV.

****Please note*:***

1. Programmatic changes will be approved sparingly.
2. No changes will be approved verbally.
3. Changes that would require the conversion of a stipend position to a non-stipend position or of an enrolled member’s status from part-time to full-time service will not be permitted.
4. A request for major programmatic changes (whether approved or denied) may result in the GOSV requiring a new application for the next grant cycle, even where a grantee would otherwise be considered a continuation applicant.

3. Reporting and Communication

A. Program Progress Reports

AmeriCorps program staff will complete program progress reports that detail demographic information required by CNCS, program accomplishments and challenges, member stories, performance measures, Portal compliance, etc. each quarter. Each grantee is expected to have proper data collection procedures in order to provide accurate information for each report. Grantees will retain all documentation and evidence that supports the reported results and make that documentation available for audit by the GOSV and/or CNCS.

- **Program Progress Report Timeline**

Program progress reports will be due electronically on the following dates:

1st Quarter: 10/1-12/31	due on January 20
2nd Quarter: 1/1-3/31	due on April 20
3rd Quarter: 4/1-6/30	due on July 20
Final	due on October 20

Grantees are required to submit progress reports completed in full and on time. All reports should be checked for spelling, grammar, and accuracy before submission by the authorized program staff person. Correct AmeriCorps terminology (e.g. member, service, position description) must be used throughout the report. The GOSV will approve reports via Salesforce. Incomplete or incorrect reports will be returned to the grantee for revisions. Late or incomplete reports may result in the suspension of grant disbursements. **Please note** that timeliness of report submissions is a factor during the grant review process. Grantees will receive a written review on mid-year and end-of-year reports. Feedback may include recommendations, program resources, clarifying questions, requests for additional information or corrections.

Grantees will submit progress reports online via the GOSV's online Salesforce reporting system. Refer to **Exhibit Q (p. 58-61)** for Salesforce instructions.

B. Supplemental Reporting

From time to time, the GOSV will require grantees to submit additional demographic or program information (e.g. survey of September 11 service activities, use of the eGrants Portal). This information will be used to improve GOSV operations, for outreach, or to support grantees.

C. Routine Reporting

Grantees should keep GOSV staff updated on all significant developments that occur throughout the implementation of the AmeriCorps program. There are certain circumstances when grantees should immediately notify the GOSV. These situations include, but are not limited to, personnel transitions, potential changes to the approved grant (e.g. budget revisions, program design change), member grievances, audit findings, difficulties with meeting budgeted match, and any potential issues of compliance. All notifications should be sent to your GOSV Program Officer. Grantees are expected to contact the GOSV early should a problem arise. See **Exhibit A (p. 33)** for a synopsis of the GOSV's expectations of program management core duties.

Programs should resubmit documents to the GOSV if the member and program management contracts, templates, and files submitted as part of Pre-Award Program Readiness Review are significantly modified from the original submission. See **Exhibit B (p. 34-35)** for the Pre-Award Program Readiness Review Documentation list.

In the case of technical problems with eGrants or the Portal, questions regarding the AmeriCorps education award, or other questions regarding AmeriCorps program management, the grantee should contact the National Service Hotline (1-800-942-2677 or questions.nationalservice.gov) and copy your GOSV Program Officer on the communications. When communicating with the Hotline, the grantee should be sure to ask for the name, title, and phone number of the person with whom they speak (or keep the email communications that provide that information). In the event that the Hotline response is not in alignment with the grantee's understanding of Portal policies and procedures, it will be most helpful to have the exact contact at CNCS.

D. Electronic Updates

The GOSV will provide electronic updates to AmeriCorps grantees on a monthly basis. The updates will include program development resources, GOSV business, and/or other AmeriCorps and National Service news. It is expected that all grantees will carefully read and respond to these updates as necessary.

Grantees are responsible for registering appropriate fiscal and programmatic staff to contact list, and for sharing information as appropriate internally with their colleagues. Only program and fiscal staff should be on the electronic update list; the content is not appropriate or applicable for AmeriCorps members or for off-site member supervisors that are not employed by the grantee program. Please contact your Program Officer to add program staff to the list.

E. Policy Knowledge and Implementation

The GOSV will work with grantees throughout the year to share current local, state, or federal policies and procedures. It is expected that grantees will read policy statements and materials as they are released by the GOSV or the Corporation for National and Community Service and that they will integrate and implement new policies as required.

For specific policy questions, grantees should always consult: (1) 2017 Grant Terms and Conditions; (2) Maryland Notice of Grant Award; (3) the Grant Notice and Application; and (4) the GOSV Grantee Manual.

3. Inclusion Policy

A. Purpose

The GOSV and CNCS encourage individuals of all abilities to participate in national service. Many individuals with disabilities are actively participating in national service. Resources and guidance on recruiting and supporting members with disabilities are available on the National Service Knowledge Network (www.nationalserviceresources.org).

B. Reasonable Accommodations

It is at an individual's discretion to disclose a disability and a need for a reasonable accommodation. A reasonable accommodation is an adjustment to a service position, the service environment, or the way things are usually done that allows a qualified individual with a disability to complete the application process, perform essential service

functions, or enjoy equal access to benefits and privileges of service. In many cases, such adjustments may be free or of minimal cost to the program.

4. Monitoring

As appropriate, the GOSV will conduct routine monitoring site visits. The monitoring site visit will include a meeting with integral program staff and a discussion of program goals, implementation, and results with relevant program staff. The visit may include, as appropriate, a tour/observation of service in action and member and/or site supervisor meeting(s). An agenda will be sent two weeks prior to the visit.

A. Site Visit

After each site visit, GOSV staff members will complete a site visit report and distribute it to all participants within fifteen business days. All information gathered at the site visit will be documented in the report. Site visit confirmations and reports will be distributed via email.

In 2017–2018, grantees may be required to participate in desk audits that will require them to document their data collection procedures, provide evidence supporting reported results, confirm details of full NSCHC compliance, and/or document source of match/grantee share. A desk audit is a monitoring tool that allows the GOSV to gather all materials and records from grantees on a particular topic and review and comment on them outside of the on-site visit schedule (i.e. at the GOSV office). Grantees will receive preparation instructions for the desk audits at least 30 days before the deadline for submission of records.

All issues of non-compliance will be documented and dealt with as a high priority. Upon receipt of the site visit or desk audit report from the GOSV, the grantee will have 30 business days to respond and rectify all non-compliance issues. Failure to comply with this requirement will result in the suspension of grantee funding until all compliance issues are resolved.

B. Systems Review

The systems review is an in-depth look at each grantee's organizational capacity for managing the AmeriCorps program operations and members. Each new grantee will have a systems review within the first year of operation, and then again as necessary. Systems reviews will include AmeriCorps member file reviews. During the systems review, GOSV staff will complete the AmeriCorps member checklist (**Exhibit C, p. 36**), a systems review checklist, and a grievance procedures review (**Exhibit D, p. 37-38**). Copies of procedures and documents contained on the checklists will be placed in the grantee's file for the appropriate program year.

During the systems review, at least two member files will be randomly selected for every 10 members currently enrolled in the program (not to exceed 10 files reviewed per visit). The selected member's name will be noted on the member file checklist, and one form will be completed for each selected file.

All issues of non-compliance will be documented and dealt with as a high priority. Upon receipt of the feedback from the GOSV, the grantee will have 30 business days to respond and rectify all non-compliance issues. Failure to comply with this requirement will result in the suspension of grantee funding until all compliance issues are resolved.

C. Data Quality Review

A Data Quality Review focuses on data collection policies and procedures, and may consist of documentation reviews and staff, site supervisor, and/or member interviews. GOSV staff will utilize a Data Quality Review tool to assess a program's standing in different aspects of data and performance management. The primary purpose of a Data Quality Review is to identify areas of continuous improvement and priorities for technical assistance.

If a Data Quality Review uncovers that data submitted in reports to the GOSV has grievous inadequacies, the Grantee will be notified and may be required to revise past progress report and/or submit and implement a corrective action plan for GOSV review and approval.

All issues of non-compliance will be documented and dealt with as a high priority. Upon receipt of the feedback from the GOSV, the grantee will have 30 business days to respond and rectify all non-compliance issues. Failure to comply with this requirement will result in the suspension of grantee funding until all compliance issues are resolved.

D. Fiscal Site Visit

Fiscal site visits will occur randomly or if reporting and monitoring results demonstrate fiscal weaknesses. Please see Section II: Fiscal & Grant Management for details.

5. Program Staff Meetings & Trainings

As part of maintaining regular communication with and providing technical assistance to grantees, the GOSV convenes quarterly AmeriCorps grantee meetings at different locations across the state. Occasionally, a grantee meeting may be held digitally through a webinar. In general, the desired outcomes of the meetings are to:

- Provide current AmeriCorps and grant management information,
- Offer problem-solving or other resource-sharing opportunities among program staff,
- Encourage cross-program collaboration, and
- Strengthen the delivery of AmeriCorps program services in Maryland.

In person meetings may begin as early as 9:30 am and last until 4:00 pm. Online webinars will also occur within this time window, but will typically be scheduled for a shorter time frame. **Please hold the following dates for these mandatory meetings:**

1. October 5, 2017
2. January 25, 2018
3. April 26, 2018
4. July 26, 2018

AmeriCorps programs are required to send the designated (i.e. listed as main contact on the grantee agreement staff identification form) program staff member to each meeting, and they may choose to include up to two additional staff members per meeting depending on meeting space available. Prior to each meeting, program staff will receive an agenda, desired outcomes for the meeting, and briefing materials to review. Grantees should review the agenda and ensure that all pertinent staff members are represented at each meeting.

6. Member Management

A. GOSV My AmeriCorps (eGrants) Portal Monitoring Activities

The Maryland GOSV will work with AmeriCorps program grantees to effectively manage AmeriCorps member service in the most timely and accurate ways possible. The following policies apply to all GOSV AmeriCorps program grantees.

The National Service Knowledge Network provides tutorials on the Portal and eGrants for AmeriCorps grantees, including the following:

- **Member Enrollment**
[nationalservice.gov/sites/default/files/resource/Member Enrollment Presentation National 071509 0.pdf](http://nationalservice.gov/sites/default/files/resource/Member%20Enrollment%20Presentation%20National%20071509%200.pdf)
- **Member Management**
nationalservice.gov/sites/default/files/resource/Member-Management-National.pdf

Your GOSV Program Officer will review the status of the program's members each month. They will complete a Portal compliance checklist and contact the program staff if there are any missing items or outstanding issues to address. Grantees are required to submit and maintain complete and accurate information in the Portal throughout the grant year. AmeriCorps grantees of the Maryland GOSV are required to enroll all members in the Portal within 30 calendar days of the first day of member service and exit all members in the Portal within 30 calendar days of the last day of member service (full or partial term). (Reference CNCS Provisions IV.C.1, 5, 6 & 7) In general, the Portal compliance check will be conducted on or about the first business day of each month.

The monthly check may include a review of the following reports, which may also be accessed by AmeriCorps program staff at any time:

Criteria	Portal Location
Service location matches approved grant	Service Locations Report
Service location complete mailing address	Service Locations Report
Site supervisor (not AC program staff)	Service Locations Report
Site supervisor contact info (not AC program)	Service Locations Report
Members assigned to service locations	Manage Programs, View Members
Currently Enrolled Slots	Slot Info
Currently Enrolled MSYs	Slot Info
% Enrolled ≤ 30 Days	Enrollment Approval Cycle Report
Enrollment Rate	Enrollment Rate Report
Retention Rate	Retention Rate Report
% Exited ≤ 30 Days	Exit Approval Cycle Report

B. Service Opportunities Posted in the Portal

AmeriCorps grantees are encouraged to post their available AmeriCorps member service opportunities in the Portal as soon as possible upon receipt of the grant award or as allowed by the eGrants system. Programs may maintain their listings for the service year at their discretion (i.e. as long as there are slots available). Programs will open their listings as needed to fill their member positions. Listings must be updated to reflect accurate information; when listings contain inappropriate or inaccurate content they may be removed by CNCS.

C. Service Locations & Members Assigned – 30 or Fewer Calendar Days Required

All AmeriCorps grantees are required to enter service locations for their AmeriCorps member service positions in the Portal. Grantees must enter complete and correct contact information and complete addresses, including zip-plus-four, for each service location at the start of the program year. All members must be assigned to the appropriate service location within 30 calendar days of their start date; grantees must update their service locations and member assignments as necessary throughout the grant year. Specific site addresses and site supervisor contact information must be provided; grantees may not list their own program staff or program location for members who are assigned to local service sites. (Reference AmeriCorps Provisions IV.C.4)

D. Slot Conversion Requests

The GOSV expects the grantee to perform the services and enroll members as proposed and approved in the AmeriCorps grant application. To accommodate unforeseen challenges or program changes, conversions may be granted, on an individual basis, only in cases of serious extenuating circumstances.

AmeriCorps program grantees must request and receive approval to convert any awarded AmeriCorps slots from the GOSV in advance of the enrollment or change in status of service of an AmeriCorps member.

To request conversion, send the following information via email:

- Date of request
- Original slot type and Total MSY (e.g. 2 FT w/Living Allowance, 2.0 MSY)
- Converted slot type and Total MSY (e.g. 4 HT w/Living Allowance, 2.0 MSY)
- Effective date of conversion (must be at least 15 business days later than the date of request)
- Name(s) of member(s) currently serving
- What is the impact on the completion date for the member/position? (Please limit your response to 150 words.)
- What, if any, impacts will this conversion have on your current program operations, member training or supervision, performance measures, etc.? (Please limit your response to 150 words.)

The request must be submitted via email to your GOSV Program Officer at least 15 business days before the effective date of the conversion is requested. The GOSV will respond within five business days; the response may require further information before a decision is made. After all requested information is received and considered, the GOSV Director will render a decision on the requested conversion; all decisions will be final. Your GOSV Program Officer will perform approved conversions in the Portal and notify the grantee once the conversions are completed.

If approved, the program must document the conversion in the member and host site file (if applicable), and verify that the member's contract is accurate. Only the GOSV staff will make the necessary changes in the Portal; grantees should never alter or edit their Portal slot configuration. Monitoring of these steps will be included in the routine Portal compliance checks, site visits, and desk audits conducted by the GOSV.

****Please note*:***

- Conversion requests will not be approved verbally.
- At no point shall a program convert any slots or terms themselves in the Portal. All conversions will be made in the system by GOSV staff.

- The conversion of a stipend position to a non-stipend position is not permitted.
- The conversion of an enrolled member's status from part-time to full-time service is rarely permitted.

E. Slot Refill

Programs may request to refill an AmeriCorps slot whenever a member exits having served less than 30% of his/her hours within the program year, provided that member is not eligible for, and does not receive, a pro-rated education award. Slots may not be refilled more than once. To request a slot refill, send the following information to the GOSV via email:

- Date of request
- Type of slot(s) (e.g. FT, HT, RHT)
- Effective date of refill(s) (must be at least 15 days later than the date of request)
- Name(s) of member(s) exiting and name(s) of member(s) to be enrolled
- Why did the member(s) exit the program early?
- How will you integrate the new member(s) into the current corps/program? (Please limit your response to 150 words.)

The request must be submitted via email to your GOSV Program Officer at least 15 business days before the effective date of the refill is requested. The GOSV will respond within five business days; the response may require further information before a decision is made. After all requested information is received and considered, the GOSV Director will render a decision on the requested refill; all decisions will be final. Your GOSV Program Officer will perform approved refills in the Portal.

If approved, the program must document the refill in the member and service site file (if applicable), and verify that the member's contract is accurate. Only the GOSV staff will make the necessary changes in the Portal; grantees should never alter or edit their Portal slot configuration. Monitoring of these steps will be included in the routine Portal compliance checks, site visits, and desk audits conducted by the GOSV.

****Please note*:***

- Refill requests will not be approved verbally.
- Even if a slot is refilled, the exit of any member without any education award will lower the program's retention rate.

F. Member Retention Corrective Action Plans

AmeriCorps Programs should strive to ensure that all members successfully complete their full term of service, but on occasion circumstances may arise that necessitate an early exit, either for cause or for personal compelling circumstances. New programs should contact their GOSV Program Officer and develop corrective action plans as soon as a problem arises. Continuation grantees will be issued a Corrective Action Plan report template by the GOSV after each year that they fail to achieve a 100% enrollment and retention rate. Low MSY utilization rates may jeopardize future funding.

G. Education Award and Future Service Eligibility

A member's exit type impacts their eligibility to receive the Segal Education Award and their eligibility to serve future AmeriCorps terms. Future service eligibility is subject to term limits. This FAQ page on the Knowledge Network simply and clearly explains multiple terms: www.nationalservice.gov/resources/ed-award/multiple-terms.

Member Exit Type and Eligibility					
The member served until the contract end date.	The member completed the minimum hours required for their term of service.	The member's performance was satisfactory.	Exit Type	Education Award	Future Service Eligibility (Subject to Term Limits)
Yes	Yes	Yes	Successful completion	Eligible for Full Award	Eligible
Yes	No	Yes	Cause	Completely Ineligible	Eligible (Disclose prior to release)
No	No	Yes	Compelling Personal Circumstances	Eligible for Prorated Award	Eligible
No	No	Yes	Cause	Completely Ineligible	Eligible (Disclose prior to release)
No	No	No	Cause	Not Eligible for Award	Ineligible

H. Compelling Personal Circumstances

If a program determines that a member is unable to complete their term of service due to extenuating circumstances ***outside of their control***, the member may be eligible to exit under compelling personal circumstances (CPC). Please refer to 45 CFR 2522.230 for more information about what situations do and do not qualify as CPC. In order to qualify and to be eligible for a pro-rated education award, members must have completed at least 15% of their required service term. Members exited for CPC do not affect a program's member retention rate, but these slots cannot be refilled. Programs must maintain thorough and appropriate documentation in a member's file to record and confirm that compelling personal circumstances exist. Program staff struggling to determine whether or not a circumstance can be deemed "compelling" should contact their GOSV Program Officer.

I. Member Timesheets

AmeriCorps programs are required to maintain accurate records of member service throughout the term and program year and to document fully that members have completed all necessary service hours to qualify for the federal Segal AmeriCorps Education Award (reference CNCS Provisions IV.C.1, 5, 6 & 7). The GOSV will review member timesheets during monitoring site visits. On a case-by-case basis or as part of routine monitoring, the GOSV may also require documentation of member time when members exit.

No member should, by contract or member service agreement, be required to serve more than 40 hours per week as a condition of enrollment or as a condition of receiving the education award. The GOSV understands that some members may, from time to time, serve more hours during busy seasons or in an attempt to make up service hours missed. However, programs may not require this type of “overtime” as a condition of enrollment or successful completion of the program.

Section II: Fiscal & Grants Management

1. Grant Awards

A. Grant Period

Programs are awarded a one-year grant award. Funds are available and costs are allowable for one year only. Use of federal funds is authorized at the start date of the project period in eGrants unless otherwise approved.

Programs in need of funds prior to grant year start-up, must arrange for pre-award expenditures (including recruitment, staff, etc.) to be authorized by CNCS through a request submitted to the GOSV. This authorization must be in writing. See below for process.

AmeriCorps grant management involves several national record-keeping and reporting documents and systems. These include eGrants, the My AmeriCorps Portal, and the Federal Financial Report (FFR). Management also requires monthly and quarterly financial report submission in the GOSV's grant management system (built on the Salesforce platform). Key reporting periods:

- **Project Period** – this is determined by the GOSV, per the receipt of the grant award from the Corporation for National and Community Service (CNCS). Grantees are expected to adhere to the project period as proposed in the grant application. Grantees may have members serving only during the approved project period on the Notice of Grant Award. **In 2017-2018, the Project Period is August 15, 2017–August 14, 2018.**
- **Grant/Budget Period** – this is determined by the GOSV, per the receipt of the grant award from CNCS. Grantees may draw down federal funds only during the approved budget period on the Notice of Grant Award. **In 2017-2018, the Project Period is August 15, 2017–August 14, 2018.**
- **Enrollment Period** – this is a 364-day period of time during which a grantee may enroll AmeriCorps members (1 day less than a full calendar year). The enrollment start date is proposed in the eGrants application, and once the grant is approved, the enrollment period is recorded in the Portal.

Please note: regardless of the start date for any member, grantees must exit all members by the end of the project and budget periods provided in the Notice of Grant Award.

B. Pre-Award Financial Risk Assessment

Upon approval of a grant proposal, new grantees will be required to complete a financial risk assessment survey. The GOSV uses this as a tool to assess potential risk and to assess potential financial training areas. The survey evaluates organizational and financial management and looks at grantee compliance with AmeriCorps regulations. Programs will not receive an official award notice until the survey and all applicable supporting documentation are received by the GOSV.

C. Pre-Award Cost Authorization

The date of receipt for the official award notice changes each year because it is dependent on the GOSV's notice of grant awards from CNCS. If a program needs to operate before the receipt of the official award, program staff must contact the GOSV to request a pre-award cost agreement prior to start-up. In general, the GOSV will not approve this type of request. Pre-award costs may not include member costs; AmeriCorps members may not begin serving, and may not be enrolled in the eGrants Portal, until the effective date of the Notice of Grant Award.

D. Award Terms

The grant between the GOSV and grantee consists of the following:

1. Award letter
2. Award notice
3. Cooperative agreement
4. Grantee cooperative agreement signature form
5. AmeriCorps program authorized signatures and grant-funded staff identification form
6. Approved program year budget
7. Current AmeriCorps provisions

Programs who receive a grant from the GOSV shall review all information provided. The legal applicant, as identified in the approved grant, should sign the cooperative agreement signature page, then submit the original to the GOSV and retain a copy for the program's files.

The cooperative agreement is a legally binding contract that binds the grantee to the award notice, approved grant/budget, regulations, and the provisions. Programs must submit the cooperative agreement signature page to the GOSV. Awards are not legally valid until a signed cooperative agreement is received by the GOSV; the agreement must be received by the GOSV before the start of the program. No grant funds will be disbursed until all required signatures and authorizations are on file at the GOSV.

The AmeriCorps program authorized signatures page is to be signed by the appropriate financial and/or program staff who have signatory power over financial reports, invoices, budget amendments, and unexpended funds reports. The GOSV will not process financial reports without the authorized signatures page on file. In the event that staffing changes occur throughout the year, please notify the GOSV.

2. Fiscal/Audit Process

A. Purpose

The GOSV has instituted the fiscal and audit process in order to:

- Facilitate efficient fiscal transactions in the disbursement and monitoring of federal funds for programmatic purposes and in keeping with the stipulations set forth in the AmeriCorps provisions,
- Establish controls for proper use of funds and which safeguard against improper use of public funds,
- Assist grantees in the development and implementation of sound financial management practices, and
- Assist grantees in meeting their fiduciary responsibilities according to federal and state regulations.

3. Oversight of Audits

A. Purpose

The GOSV instituted this oversight to ensure all programs are following rules requiring completion of an annual audit. In addition, the audit is a risk management tool that can identify fiscal problems, past and present, which could put program funds at risk.

B. Types of Audits

1. **A-133 Policy:** Any grantee that expends \$500,000 or more of total federal awards (not just CNCS federal money) in a fiscal year is required to obtain a single audit for that year conducted by an independent auditor in accordance with the Single Audit Act, as amended, 31U.S.C. 7501, et seq., and OMB Circular A-133.
2. **Other Audits:** A grantee that does not expend \$500,000 in federal awards is exempt from the federal single audit requirements of OMB Circular A-133, but is required by the GOSV to conduct an audit of its programs, and records must be available for review. The GOSV requires all programs to have an audit conducted to assess quality and risk prior to granting awards.
 - a) **Policy on Conducting an A-133/Audit:** Grantees must satisfy the standards below when conducting either type of audit. The audit must be conducted by an independent auditor that determines:
 - a. if the organization's financial statements present the organization's and the program's financial position fairly
 - b. if the organization has the internal control structure to ensure that the program is managing the award in accordance with the applicable federal laws and regulations
 - c. if the program has complied with applicable laws and regulations that may have a direct and material effect on the program's financial statements

C. Procedures Relating to the Audit

The GOSV requires that programs have a copy of their most recent audit on hand for fiscal monitoring, and requires that all programs must submit their annual audit to the GOSV. Programs are required to submit a copy of their most recent audit report prior to receiving an award. If the most recent audit report is not yet available, a program must submit a copy of the prior year's audit report upon request in addition and then submit the most current audit no later than June 30th of the following year. Failure to do so will result in a suspension of funds.

D. GOSV Review of Audits

The following steps are taken in reviewing a program's audit report:

1. Opinion of audit firm is read to determine whether it has a qualified or unqualified opinion.
2. The summary of findings is reviewed in detail to ensure there are no programmatic findings, especially those that would reflect unfavorably on awarding the agency an AmeriCorps grant.

4. Disbursement of Funds and Methods of Payment

A. GOSV Policy

AmeriCorps grant funds are reimbursable (i.e. grantees submit invoices that reflect their actual expenditures and receive payments from the State of Maryland over the course of the grant year). The GOSV requires that all grantees request reimbursement on a monthly basis. The GOSV expects grantees to expend grant funds relatively evenly over the course of the program year; grantees should not plan to receive the majority of federal funds early in the grant year. The GOSV will monitor grantees expenditures against budget and may require grantees to submit detailed spending plans if federal funds are being spent quickly and/or grantee match is not being met.

B. Expense Report Form (ERF) Procedures

All Expense Report Forms (ERFs) must be submitted monthly through Salesforce; invoices should be generated via Salesforce and saved in the program's Documents section in Salesforce. See **Exhibit Q (p. 61-64)** for Salesforce Instructions.

Please note that grantees should project accordingly since the State's procedures for processing involve the completion of several steps by multiple offices and staff members prior to payment. Upon the GOSV's verification of a program's match and expenditures, the invoice will be processed and sent to the Maryland Governor's Office of Financial Administration for review and approval, and then to the Comptroller's Office for payment.

Programs whose payments are processed via the State of Maryland R*STARS accounting system can expect a wire transfer of funds to their accounts after complete processing in the Governor's Office of Financial Administration. Programs that are not in the R*STARS system are paid via check or Electronic Funds Transfer (EFT). After the State Comptroller's Office processes the paperwork, a check is usually sent to the program in two to three weeks. Processing for payments may be notably slower at the end of the State fiscal year (June), during the General Assembly session (January – April), and during the winter holidays (Thanksgiving – New Year's Day).

Instructions for Electronic Funds Transfer instructions are located at:

http://comptroller.marylandtaxes.com/Vendor_Services/Accounting_Information/Electronic_Funds_Transfer/

Questions may be directed to gad@comp.state.md.us or 1-888-784-0144.

Completed forms should be mailed or faxed:
EFT Registration, General Accounting Division
Room 205, P.O. Box 746
Annapolis, Maryland 21404-0746
(or) Fax: 410-974-2309

****Please Note*: Cash advances on AmeriCorps grant funds will not be available to GOSV grantees in the 2017–2018 grant year or in future years. Do not send any EFT forms to the GOSV.***

C. Reimbursements – Required Monthly

Grantees must request monthly reimbursements via invoice.

- Documentation
 - Request for reimbursement requires the appropriate electronic submission of a monthly ERF and an invoice. The ERF is submitted online via Salesforce; the invoice should be generated via Salesforce and saved in the program's Documents section of Salesforce. See **Exhibit Q (p. 61-64)** for Salesforce instructions. Note: Handwritten, hard copy, or emailed documents will not be accepted.
 - In addition to the ERF and invoice, the Federal Financial Report (FFR) for the most recent quarter must have been submitted via Salesforce. The FFR (**Exhibit G-H, p. 41-43**) must contain all necessary information, have correct math, demonstrate appropriate match, and meet all criteria on the FFR checklist (**Exhibit J, p.45**).

- **Submission Requirements**
 - Grantees are required to submit ERFs and invoices on a monthly basis. All submissions must contain an authorized signature. Electronic, typed signatures are acceptable. At the end of the quarter when the FFR is submitted, the GOSV will compare the total amount of funds reimbursed to the total number of reported expenditures and work with program staff to address any grant or budget management issues.

5. Financial Reports

A. Federal Financial Report

A Federal Financial Report (FFR) is a quarterly financial assessment tool used by the Corporation for National and Community Service (CNCS) and the GOSV. The FFRs show the awarding agencies how grantees are using federal funds, the amount of federal funds being spent per quarter, and how a program is matching federal funds. They also help to ensure that administrative costs do not exceed grant limitations and to ensure that the cost per member requirements is met.

Once the FFRs have been approved by GOSV staff, grantees may not make further edits. Any program that needs to make a change to a Federal Financial Report, after the report has been submitted, should make the adjustment on the next ERF. Detailed justification must be provided in the notes/remarks section explaining the reason for the adjustment.

B. Submission Format

All financial reports and reimbursement requests must be submitted electronically. Grantees should not send hard copies of documents unless requested by the GOSV. Handwritten or faxed documents will not be accepted. All ERFs and FFRs will be submitted via the GOSV's Salesforce-based reporting system. See **Exhibit H** (p. 42-43) for instructions for entering data in Salesforce.

****Please note*: FFR Reporting should reflect current 2017-2018 project period spending***

C. Electronic Submission Schedule

All programs are required to electronically submit expenditure reports (ERFs) monthly and Federal Financial Reports (FFRs) quarterly. See **Exhibit G** (p. 41) for FFR details and **Exhibit Q** (p. 61-64) for Salesforce instructions.

- **FFR Submission Timeline**

FFRs will be due electronically on the following dates:

1st Quarter: 7/1-9/30	due on October 20
2nd Quarter: 10/1-12/31	due on January 20
3rd Quarter: 1/1-3/31	due on April 20
4th Quarter: 4/1-6/30	due on July 20
Final Quarter: 7/1-8/14	due on October 20

All FFRs are cumulative from the beginning of the grant year. If the 20th falls on a weekend or state holiday, financial reports are due the next business day.

Expense Report Forms (ERFs) Programs are required to input monthly ERFs electronically. In extreme cases, an extension may be requested; see below ("Extensions") for instructions. All programs are required to submit the

ERFs monthly. Each ERF must be completed online via the GOSV's Salesforce-based reporting system. Refer to **Exhibit Q** (p. 61-64)for Salesforce instructions.

****Please note****: ERFs are due by the last business day of the following month, except when an FFR is due, in which case the ERF should be submitted by the 15th to allow at least two business days for ERFs to be reviewed by GOSV staff. The pertinent ERFs must be approved in order for the current information to be reflected in the FFRs.

D. ERF and FFR Extension Requests

Only programs with extenuating circumstances will be granted an extension for financial report submission. Programs requesting an extension must email the request for extension to your GOSV Program Officer at least two days prior to the due date. Requests will be approved or denied via email only; no verbal extension requests will be honored. An extension is only valid if the GOSV has provided written approval of the request.

E. Unexpended Funds Reports

Grantees will be required to submit unexpended funds reports as requested. In the event that grantees are not projected to spend 100% of federal funds awarded, program staff must provide a detailed explanation with the unexpended funds report. See **Exhibit I** (p. 44).

F. GOSV Policy on Inaccurate Financial Submission Checklists

The GOSV completes checklists for every program's financial submissions. The checklist is a financial monitoring tool that the GOSV uses to assess the accuracy of the report and to track program match and administrative costs. If a program receives notification of corrections needed, program staff will then be responsible for submitting a revised report to the GOSV as instructed. No financial reports or invoices will be processed until the changes are submitted in Salesforce. Corrections are sent to the person designated to receive all financial information, as noted on the authorized signature forms signed by programs at the start of the program year. The person who receives the needed corrections is responsible for getting the information to the appropriate fiscal and/or program staff. The checklist procedure includes the following:

1. Check if submission was properly completed
2. Check for approvals and dates approved
3. Check match
4. Check administrative costs
5. Check documentation of program income

G. Policy on Submission of Late Financial Reports

Programs that submit Expense Report Forms or Federal Financial Reports past the required due date (without an approved extension) will be penalized.

- **First late offense**: no invoices will be processed until 14 days after the receipt of the complete and accurate report.
- **Second late offense**: no invoices will be processed until 21 days after the receipt of a complete and accurate report.

- **Third late offense:** a program may officially be suspended for one quarter and under fiscal review for next year of funding. Programs may be required to resubmit the invoice in Salesforce for payment.

****Please note*:***

Programs should note that timeliness of report submissions is a factor during the grant review process.

6. Match (i.e. Grantee Share)

A. Match Requirement

The Corporation for National and Community Service (CNCS) requires programs to match the amount of federal funds spent. Grantees in their first three years of programming contribute an overall match of 24%. Grantees must meet an overall increasing match requirement, up to 50% by year 10 according to the following table:

AmeriCorps Funding Year	1, 2, 3	4	5	6	7	8	9	10+
Grantee Share Requirements	24%	26%	30%	34%	38%	42%	46%	50%

Programs may use cash or in-kind contributions to reach the overall grantee share required. Grantees must provide documentation and account for the match as agreed upon in the approved application and budget. The grantee is responsible for meeting the approved level of funding and match at the end of the program year.

****Please note*:*** Grantees must report all federal funds or in-kind goods and services used to provide match to the AmeriCorps grant. The matching federal funds will be reported on each quarterly FFR. Grantees must provide: the name of the other federal agency, the other federal agency grant or contract number, the CFDA number (or N/A if a contract), and the cumulative amount expended as match. In addition, grantees must maintain documentation on file demonstrating that the other federal agency approved the use of its funds for the AmeriCorps match.

B. Considerations in Determining Appropriate Match

Funds that are used as match are subject to the same requirements as the federal funding. The funds:

1. Must be necessary for accomplishing program objectives
2. Must be allowable according to OMB Circular cost principles

C. Documentation is Key

All match funds must be properly documented and verified in grantee records. Proper documentation for cash and in-kind match is required for an audit in order to be allowable. Proper documentation includes such items as descriptions of donated items/services, agendas, and/or reports. See **Exhibit L** (p. 48) for a sample in-kind contribution receipt. If a program is uncertain of allowable in-kind match, it should contact the Director or Program Officer at the GOSV.

7. Program Income

Program income is revenue earned as a direct result of activities funded under the grant. Revenue received from other sources to support the program that does not result from grant activities is not considered program income. Program income must be used for purposes of the grant within the grant period. Program income is used to cover the non-federal share of grant costs (match). Program income must be tracked on an on-going basis and documented monthly on the ERF in Salesforce. Program income used to meet match requirements is also reported on the Federal Financial Report in the designated fields. Excess program income is revenue generated as a direct result of activities under the grant in excess of what is needed to meet match requirements.

8. Budget Requirements

A. Budgetary Changes

Programs do not have to seek prior approval to move from any line item to any other line item unless the cumulative amount is over 10% of the total budget. However, substantial reallocation from member support to program operating costs indicates the program is not recruiting and retaining members. Revisions should be requested when: the purchase of equipment over \$5,000 is needed and not in approved budget, and there are significant changes in scope, objectives or goals of program. The revision must be sent to your GOSV Program Officer for consideration. See **Exhibit M** (49-50). The request for revision will be approved or denied by the GOSV Director; the approval must be made before funds are re-allocated or spent.

***Please note*:** Programs do not need to request budget revisions for minor changes that occur in terms of costs and spending during the implementation of the program. Revisions only need to be requested when a grantee spends CNCS funds or reports match in a line item that is not in the approved budget – or if the expenditure meets the 10% rule above. Minor budget changes may be made at the program level, as long as the expenditures are appropriate, allowable, and fully documented.

B. Administrative/Indirect Costs

1. Definition: general expenses related to the overall administration of an organization; expenses do not pertain to a particular program or project cost.
2. For organizations with an approved indirect cost rate, administrative costs refer to those costs included in the organization's indirect cost rate.
3. For organizations that do not have an established indirect cost rate, examples of administrative costs are: accounting; financial; auditing; contracting or general legal services; general liability insurance; portions of salaries and benefits of Program Directors and other administrative staff time not attributable to time spent in support of a specific project.
4. Examples of non-allowable administrative costs: direct charges for AmeriCorps members (living allowance, insurance, etc.); staff who train, place, or supervise members or directly benefit programs; program evaluation or facility costs that support programs.
5. The maximum CNCS share of administrative costs cannot exceed 5% of the total CNCS funds expended (Administrative costs = 5% of what was spent).
6. GOSV retains 1% to administer the AmeriCorps grants.

B. AmeriCorps Member Expenses

1. **Living Allowances:** Grantees must provide a living allowance to members according to the following:
 - a. **Full-time Members:** All full-time members must receive a living allowance between the annual minimum and maximum amounts set forth by the Corporation for National and Community Service (CNCS), which are listed below.
 - b. **Part-time Members:** Grantees are not required to pay part-time members living allowances. If a grantee chooses to pay a living allowance to part-time members, the amount should be prorated to the full-time allowance and cannot exceed the maximum for that slot type.

2017 Minimum and Maximum Living Allowances

Service Term	Minimum # of Hours	Minimum Living Allowance	Maximum Living Allowance
Full-time	1,700	\$12,630	\$24,930
One-year Half-time	900	n/a	\$13,199
Reduced Half-time	675	n/a	\$9,899
Quarter-time	450	n/a	\$6,599
Minimum-time	300	n/a	\$4,400

- c. **Living Allowance Distribution:** Living allowances are not wages; they are funds designed to help members meet the necessary living expenses incurred while participating in the AmeriCorps program. Grantees may not pay living allowances on an hourly basis, nor should payments fluctuate based on the number of hours a member serves in a given time period. Grantees must pay the living allowance in increments (i.e. weekly or bi-weekly). Grantees may use their organization's established payroll system to process living allowance payments. Note that should a member's term of service end early, the living allowance payment must end on the last day of service. Programs may not provide a lump sum payment to provide the full living allowance to members who do not serve the full term of the year.
2. **Taxes**
 - a. **Income Taxes:** Grantees are required to withhold federal and state personal income taxes from member living allowances. Each member is required to complete a W-4 form at the beginning of the member term of service and be provided with a W-2 form in accordance with federal law.
 - b. **FICA (Social Security and Medicare taxes):** Grantees are required to pay FICA for any member receiving a living allowance. Grantees must withhold the required FICA tax rate of 7.65% from a member's living allowance.
3. **Insurance**
 - a. **Health Care Coverage:** Grantees must provide health care coverage to all full-time members who are not otherwise covered by a health care policy at the time of enrollment into the AmeriCorps program, or to those members who lose coverage during their term of service as a result of participating in the program, or through no deliberate act of their own. Grantees must provide a

health care policy that meets the minimum benefits at a reasonable cost set forth in the AmeriCorps provisions.

- i. **CNCS Policy:** CNCS will not cover health care costs for family members, nor part-time members. However, part-time members who are serving in a full-time capacity for a sustained period of time may be eligible for health care benefits paid in part by CNCS funds; written approval must be obtained by the GOSV prior to enrolling the member in the health care system.
- ii. **Obtaining Health Care Coverage:** Any of the following health insurance options will satisfy the requirement for health insurance for full-time AmeriCorps members (or less than full-time members serving in a full-time capacity): staying on parents' or spouse plan; insurance obtained through the Federal Health Insurance Marketplace of at least the Bronze level plan; insurance obtained through private insurance broker; Medicaid, Medicare or military benefits. If coverage is being provided via the Healthcare Marketplace, and thus third party payment is not an option, programs must develop a process to reimburse members for monthly premiums. Reimbursements for health insurance premiums are considered taxable income for the member, and programs must have a way to document such reimbursements. Grantees may obtain health care insurance for members through any provider, as long as the policy meets the minimum benefits (see 2017 AmeriCorps Provisions) and is not excessive in cost. Grantees that choose their own policies must submit a copy of the policy along with a summary of benefits and costs to the GOSV at the beginning of the program year.
- b. **Liability Insurance:** Grantees must have adequate general liability coverage for the organization, employees, and members, including coverage of members engaged in on- and off-site project activities.
- c. **Unemployment Insurance:** Grantees cannot charge the cost of unemployment insurance taxes for members to the grant because no employer-employee relationship exists. Members perform service and are not considered legal employees.
- d. **Worker's Compensation:** Grantees are required to provide worker's compensation for AmeriCorps members who receive a living allowance, or they must provide Accidental Death and Dismemberment Insurance coverage for members to cover in-service injury or incidents.

4. **Member Gear**

- a. **AmeriCorps Service Gear:** Grantees are required to purchase the standard AmeriCorps uniform for each member for purposes of local and national identity.
- b. **Program Service Gear:** Grantees are allowed to purchase local program uniforms for members; however, the AmeriCorps name and logo must be used on all gear. CNCS funds may be used to purchase such items if it includes the AmeriCorps logo. All other service gear must be purchased with non-CNCS funds. Grantees are strongly encouraged to co-brand all program service gear with the AmeriCorps name and logo.

5. **Child Care:** Grantees are required to ensure that child care is made available to those full-time members who need such assistance in order to participate in the program.

- a. **Member Eligibility**
 - i. The member must be the parent or legal guardian in need of child care for a child under the age of 13 who resides with the member.

- ii. The member's family income does not exceed income eligibility guidelines – no more than 75% of the state's median income.
 - iii. The member may not receive child care subsidies from another source during his/her period of AmeriCorps service.
- b. **Qualified Providers:** AmeriCorps will pay 100% of the current market rate of child care costs for eligible members who select qualified child care providers; providers must qualify under the Child Care and Development Block Grant State Plan. Payments will not be made to ineligible providers.
- c. **Administration of Child Care Payments:** Child care benefits are administered through GAP Solutions, Inc. Program Directors are responsible for notifying GAP Solutions when a member is no longer eligible for child care benefits, when a new or existing member becomes eligible, a member wishes to change providers, a child care provider terminates child care service, and/or a member is absent from the program for an excessive period of time (five or more days in one month).

All members applying for child care for the first time should complete the application available on the GAP Solutions website, <http://www.americorpschildcare.com/>.

Questions should be directed to AmeriCorpsChildCare@gapsi.com or 1-855-886-0687.

Invoices and attendance sheets should be emailed, faxed, or mailed to:

ATTN: AmeriCorps Childcare Program

12054 North Shore Drive

Reston, VA 20190

Email: AmeriCorpsChildCare@gapsi.com

Fax: 1-800-521-5415

6. **Impact of Member Living Allowances:** The living allowance, education award, and child care allowance may impact a member's eligibility for various types of public assistance.
 - a. **Food Stamp Program:** Living allowance payments are not treated as income when determining eligibility for food stamp purposes.
 - b. **TANF:** Living allowance payments are not treated as income when determining eligibility for TANF.
 - c. **Housing:** Living allowance payments are not treated as income when determining eligibility for Section 8 housing and/or other public housing.
 - d. **Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI):** Living allowance payments may be counted as income and may affect eligibility for both SSI and SSDI. Members who receive these benefits should obtain guidance from their Social Security Administration representative.
 - e. **Work-study:** Living allowance payments do not affect work-study eligibility or eligibility for any other federal student aid.
 - f. **Other Programs:** Other rules may apply to other federal programs. Programs are encouraged to check with the applicable federal agency for the rules governing assistance benefits.
7. **Waiving the Living Allowance:** AmeriCorps members who are in jeopardy of losing federal assistance due to the living allowance may waive the living allowance, or a portion of it, to remain eligible for the aforementioned programs. The following caveats apply:
 - a. The AmeriCorps member may revoke the waiver at any time during his/her term of service.

- b. If the AmeriCorps member revokes the waiver, he/she may begin receiving the living allowance only from the date on which the waiver was revoked. The member may not receive any portion of the living allowance that has accrued during the waiver period.

9. Financial Management Requirements

A. General

All grantees must maintain financial management systems that include standard accounting practices, sufficient internal controls, a clear audit trail, and written cost allocation procedures. The following is a list of tasks the program should do to maintain a strong financial management system:

- 1) Maintain an accurate general ledger supported by source documentation
- 2) Maintain an accurate general ledger that clearly establishes expenditures allocable and non-allocable to the grant
- 3) Document payroll through actual time and attendance records
- 4) Separate financial responsibilities
- 5) Insure, maintain, and keep track of the program's property
- 6) Document and track in-kind and cash match to the grant award
- 7) Maintain a system that tracks costs based on appropriate grant year
- 8) Maintain a system that tracks actual costs versus original budget
- 9) Maintain a system that differentiates between direct and indirect costs or administrative costs

B. Allowable Costs

A cost is considered allowable under the grant if it is:

- 1) Reasonable and necessary for the performance of the grant award
- 2) Budgeted under the grant
- 3) Complies with generally accepted accounting procedures
- 4) Complies with OMB cost principles
- 5) Not charged against any other grant or used to match other grant funds
- 6) Treated consistently with other costs incurred by the organization*
- 7) Documented adequately
- 8) Conforms to the limitations and exclusions in the award as to types or amounts of cost items
- 9) Consistent with policies and procedures of the grantee organization
- 10) Accorded consistent treatment

****Consistency of treatment: For any cost to be allowable under a grant award based on an application for AmeriCorps program funding, the cost must be accorded consistent treatment using policies and procedures that apply uniformly to both the federal grant-funded activities and to all other activities of the applicant.****

C. Allocable Costs

An allowable cost is allocable to the grant (either as a program or administrative cost) if it is:

1. Incurred specifically for the program approved in the grant application
2. Benefits the program

3. Is necessary to the overall administration of the program

10. Regulatory Requirements

A. Office of Management & Budget (OMB) Circulars on Cost Principles

Describe the type of expenses the program can charge to the grant (allowable costs) and explain how to allocate costs between funding sources (allocable to the grant).

- 1) 2 CFR 230 (formerly A-122) = nonprofits
- 2) 2 CFR 220 (formerly A-21) = higher education
- 3) 2 CFR 225 (formerly A-87) = government agencies

B. Other Circulars

Address the adequacy of financial management systems, including: accounting methods, internal controls, income and expense documentation, and written cost allocation policies.

- 1) 45 CFR 2543; 2 CFR 215 (formerly A-110) = nonprofits and higher education
- 2) 45 CFR 2541; A-102 = government agencies

C. Compliance

To ensure that grantee costs are compliant with the appropriate OMB Circular, the GOSV will sample and test for expenses reported.

- **Procedure:** The selected grantee will be required to provide supporting (source) documentation for costs claimed on any given ERF or FFR that accompanied a request for reimbursement as determined by GOSV. Reviews may be conducted on-site.
- **Follow-up:** Non-compliance issues will be addressed accordingly and should be rectified by the grantee within 30 days. Follow up visits may occur.
- **Actions:** For undocumented expenses and/or if costs are deemed unallowable, the grantee will be required to submit reimbursement to the GOSV if payments have been rendered, and revisions of ERFs and FFRs may be required. Additional requests for reimbursement may be subject to denial unless source documents accompany the request. The grantee will be provided with additional training and resources to assist with maintaining compliance within the cost principles.

11. Financial Policies and Procedures

Written policies and procedures are most important for a program's financial management system since they govern the organization's operations. Written policies and procedures maintain a program's crucial operations and serve as a useful tool in orienting new staff.

B. Documenting Policies and Procedures

Documented policies and procedures should include the following:

1. Chart of accounts
2. Identification and description of the principal accounting records (i.e., general ledgers, budgets, financial reports, etc.)
3. Assignment of staff responsibilities, delegation of authority, decision-making, etc.;
4. Explanations of documentation and approval requirements for expenditures;
5. Internal controls over funds management (check signer limits; requisition and check request approvals; disposal of assets; travel, etc.)
6. Instructions for program's completion of monthly reports, bank reconciliation, reviewing budgets and match requirements
7. Preparation and review of financial reports
8. Personnel information (i.e. sick leave, overtime, vacation, holidays, acceptable standards of conduct, probation, performance reviews, etc.)
9. Procurement
10. Internal controls to help the organization be more efficient by protecting against fraud, waste, and abuse; ensuring accuracy and reliability in accounting and operating information, etc.;
11. Adequate segregation of duties
12. Accounting systems that segregate costs

12. Additional Requirements

A. National Trust Forms

Grantees are required to submit National Service Trust forms, including Member Enrollment forms, Change of Status forms and Exit/End-of-Term-of-Service forms, online via eGrants (the Portal link from the grantee's eGrants homepage). Forms are to be submitted directly to the Corporation for National and Community Service Trust Office no later than 30 days after a member is enrolled, transferred, suspended, or exited. Grantees should keep a hard copy of all forms on file as well.

C. Promotional Material

Grantees must acknowledge AmeriCorps and the Maryland Governor's Office on Service and Volunteerism in all promotional and educational material. This includes, but is not limited to, special event invitations and speaking programs, promotional flyers, posters, pamphlets, event signage and printed programs, newsletters, websites, videos, media interviews and events, press releases, and advertisements. For more information on graphics usage, contact the GOSV Outreach Coordinator at: (410) 697-9261 or rafiat.abdulai@maryland.gov.

B. Fiscal Site Visits

Fiscal monitoring site visits are in-depth examinations of the accounting and tracking systems in place to appropriately manage the AmeriCorps grant funds. Fiscal site visits will occur randomly or if routine reporting and monitoring results demonstrate fiscal weaknesses. During the fiscal site visit, a program must be able to document all AmeriCorps/GOSV-charged expenditures with source evidence, staff and member time (with appropriate limits

and allocations), a clear cost allocation plan that separates the AmeriCorps grant from other funding sources, and all sources and evidence of cash and in-kind match.

All issues of non-compliance will be documented and dealt with as a high priority. Upon receipt of the feedback from the GOSV, the grantee will have 30 business days to respond and rectify all non-compliance issues. Failure to comply with this requirement will result in the suspension of grantee funding until all compliance issues are resolved. No future grant applications will be approved until all fiscal compliance issues are resolved.

1. Purposes include, but are not limited to:

- a. Monitoring a grantee's systems (operational and financial)
- b. Observing grantee monitoring practices
- c. Strengthening grantor/grantee relationships
- d. Continuous improvement in financial and grants management
- e. Grant compliance and program quality
- f. Problem-solving
- g. Targeting technical assistance

2. Priority Assessment: The GOSV will evaluate several factors that will determine the priority of a financial site visit. Those factors include:

- a. Ranking/strength of a grantee as determined by the financial and grant management assessment surveys
- b. Request for a site visit by the grantee
- c. Change in key staff leadership within the past two years
- d. A critical need for technical assistance or guidance
- e. A newly funded grantee
- f. A grantee that has a problematic portfolio, including such issues as late reports, other late financial information, low quarterly match, and/or conducting late audits
- g. The grantee's rank under the programmatic risk assessment

1. Visit: Grantees will be given one month's advanced notice of the site visit that will last approximately three hours. The GOSV staff will meet with the grantee's Executive Director and financial/program staff. During the site visit, a review of organizational issues, financial issues, and compliance with AmeriCorps provisions will occur.

2. Visit Follow-Up: Following the site visit, the GOSV will provide a preliminary report of findings. The GOSV will work with the program to establish a corrective action plan for all findings and will then issue a final report. GOSV program staff will continue to provide technical assistance and follow-up on any findings that are not corrected or resolved.

13. Closeout

A. Closeout Procedures

A program has 60 calendar days, from the last day of the budget period (per Notice of Grant Award), to close out the grant. **See Exhibit N** (p. 51).

1. **Documents Needed:** The following closeout materials should be submitted directly to the GOSV:
 - a. Final Federal Financial Report (submitted via Salesforce);
Match must be met at the overall level signed and agreed to in the cooperative agreement/approved budget
 - b. An inventory report on equipment and supplies (**Exhibit O**, p. 51-54)
 - c. Signed certification of closeout (**Exhibit P**, p. 56); certification may be emailed as a PDF, faxed, or mailed
2. **Regulations on Document Retention:** Following the closeout of a grant, regulations stipulate that a program should retain financial records and all other records pertinent to a grant for **three years** from the date of approval of the FFR. If an audit is initiated prior to the expiration of the three-year retention period, records must be retained until audit findings involving such records have been resolved and final action taken.
3. **GOSV Process:** Upon submission of all closeout materials, the GOSV will thoroughly review the documents. The GOSV will reconcile all financial records, comparing the numbers reported on the aggregate financial reports with those submitted quarterly and bi-annually. The GOSV will also ensure that match levels were met at the levels specified in the approved grant, and that the amount of funds disbursed to the grantee do not exceed grantee annual expenditures.
4. **Completion of Closeout:** The closeout of a grant is complete when the grantee has received a formal closeout letter from the GOSV.

B. Equipment

1. **Definition of Equipment:** Equipment is nonexpendable personal property having a useful life of more than one year and an acquisition cost of \$5,000 or more per unit (including tax, installation, and accessories).
2. **Allowable Equipment:** Equipment which is directly related to and used for program activities will only be considered for purchase approval if no other equipment owned by the applicant is available and suitable for the program. Grant funds may not be used to reimburse the program for equipment already obtained. Purchase of equipment is limited to 10% of the total budget.
3. **Equipment Sharing:** If equipment is shared with other projects or activities, the cost of the equipment must be prorated equitably.
4. **Title to Equipment:** Title to equipment/supplies acquired by the grantee with grant funds with an aggregate value of more than \$5,000 vests in the grantee, subject to the following conditions: CNCS reserves the right to transfer title of equipment to the federal government or to a third party upon completion of the grant. Grantees are required to submit equipment disposition records to the GOSV within 60 days following the closing of the grant. Special rules apply to equipment valued at \$5,000 or more.
5. **Purchase of Equipment:** When approved to purchase a piece(s) of equipment, the grantee is encouraged to use a bid solicitation process in order to find the most cost effective vendor. Upon purchase of the equipment, the item(s) should be labeled and an inventory form should be used to track the purchase of equipment bought with federal funds.

Exhibits

- A. AmeriCorps Program Management Duties**
- B. Program Readiness Review Documents**
- C. AmeriCorps Member File Checklist**
- D. Grievance Procedures Review**
- E. Prohibited Activities**
- F. Criminal Background Checks Overview**
- G. FFR Template**
- H. FFR Instruction**
- I. Unexpended Funds Report**
- J. FFR Checklist**
- K. ERF Checklist**
- L. Sample In-kind Receipt**
- M. Request for Budget Revision**
- N. Closeout Instructions**
- O. Closeout Inventory Form**
- P. Closeout Certification**
- Q. Salesforce Instructions for GOSV Grantees**

Exhibit A: Maryland AmeriCorps Program Management Core Duties

The following lists are provided to illustrate the distinct roles and expectations for AmeriCorps program grantees and the Maryland Governor's Office on Service and Volunteerism. They do not reflect all legal requirements for AmeriCorps grant recipients. Those requirements are found in AmeriCorps Regulations, Grant Terms and Conditions, grant applications and NOFOs, and the Notice of Grant Award packet.

Recipients of AmeriCorps program grants are expected to fully implement the program as proposed and approved in the AmeriCorps State Competitive or Formula grant application and negotiation process. Specifically, programs must:

- Oversee development and growth of programmatic and fiscal components; develop and regularly update a policies and procedures handbook for AmeriCorps grant administration; create and maintain a tracking/monitoring system to meet grant compliance requirements
- Review and adhere to federal regulations, provisions, CNCS policy updates, state laws and AmeriCorps administrative requirements to formulate appropriate policies, procedures, and interpretation to guide successful implementation of the program
- Thoroughly read and share all GOSV communications with appropriate staff
- Maintain records of GOSV communications
- Communicate policies, procedures, and prohibited activities to organizational staff who supervise AmeriCorps members
- Notify GOSV of changes in staff, legal applicant, match funding sources, or grievances; submit quarterly progress and financial reports on time; attend quarterly program staff meetings
- Ensure current and proper training for and transfer of knowledge to all program staff, especially staff members who are new to their positions, AmeriCorps, the GOSV, or the specific program

To support the successful implementation and management of AmeriCorps programming in Maryland, the Governor's Office on Service and Volunteerism (GOSV) will:

- Provide extensive written grant application instructions and web-based or in-person grant information sessions
- Review, negotiate, and approve applications for Maryland AmeriCorps State funding
- Provide notice of federal and state regulations, policies, and any other information that relates to grantees and AmeriCorps service in a timely manner
- Convene program staff meetings and provide bi-monthly written updates that include grant business, resource spotlights, professional development opportunities, and more
- Monitor grantees for compliance on all approved grant activities and AmeriCorps regulations

Exhibit B: Program Readiness Review Documents

Note: The GOSV's expectation is that we have accurate documents on file for your organization at all times. If at any point prior to the start of or during your program year any items on this list change, you must submit the revised documents to the GOSV.

Program Readiness Review: The GOSV reviews member documents to ensure that all required elements are included and will provide feedback on these documents in accordance with recent CNCS guidance on best practices. Through this, we hope to start out the year strong with compliant documents and help decrease the number of issues that arise during the year. The documents that need to be submitted for review are below. All linked documents can be accessed through individual links below; for ease of use, you may prefer to download them from [the parent folder by clicking here](#).

Please refer to the **Exhibit C** for a breakdown of required member file components. Programs in the GOSV portfolio are **required** to use this checklist to manage individual member files. You are not required to submit completed Member File checklists.

Documents for Submission and Review: Where sample templates are provided, unless they are marked as required, you are not obligated to use them, but you are encouraged to either modify them for your specific program, or else use them as a comparison and checklist tool with your existing documentation.

1. **Member Service Agreement(s)** – Programs must ensure that member service agreements are consistent and completed correctly so that the member and program are aware of the obligations they are entering into and fully understand the terms of the agreement. Please review Document A (Member File Checklist) to ensure that all required elements are included.
 - a. Sample Template: [Member Service Agreement](#)
 - b. Additional Guidance: [CNCS Member Service Agreement Outline](#)
2. **Member Position Description(s)** – Programs must use a customized, accurate member position description for each type of member position. In 2017 – 2018, all programs must complete the GOSV issued template for this document.
 - a. Required Template: [Member Position Description](#)
 - b. Additional Guidance: [CNCS Member Position Outline](#)
3. **Member Timesheets** – Ensure that timesheets allow member to assign service hours to “direct service, fundraising, or training.” If NSCHC accompaniment is a part of program procedures, the GOSV recommends incorporating accompaniment into the timesheet.
 - a. Sample Templates: Timesheet with accompaniment – [Example A](#) and [Example B](#)
 - b. Additional Guidance: [CNCS Member Timesheet Outline](#)
4. **Member Performance Evaluation** – Please submit the forms used for the member end of term evaluation and the form used to verify a member's eligibility if they have previously served in AmeriCorps.
 - a. Sample Template: [Member Performance Evaluation](#)
 - b. Sample Template: [Previous Term Eligibility Verification](#)
5. **National Service Criminal History Checks**

- a. **Member and Staff NSCHC Consent and Documentation Checklist** – Please submit the form your program will use to obtain consent from covered individuals and to verify that the NSCHC was initiated and completed. Submit a copy of the blank form being used, not actual completed checks. See below for sample templates; you are strongly encouraged to use the CNCS-issued Documentation Checklist in particular.
 - i. Sample Template: [Consent Form](#)
 - ii. Sample Template: [CNCS NSCHC Documentation Checklist](#)
- b. **Staff NSCHC Certification** – Complete and submit the form below.
 - i. Required Template: [Staff NSCHC Certification](#)
- c. **NSCHC Policies and Procedures** – Please submit your program's policies and procedures for criminal history check processes. Please review the guidance below for required components.
 - i. Additional Guidance: [CNCS NSCHC Policies and Procedures Outline](#)
- d. **Electronic Course Certification** – Submit at least one eCourse certificate indicating program staff has completed this course. It is highly encouraged for all staff involved in criminal history checks for members and staff to complete this course. This course must be completed every year.
 - i. [Link to CNCS eCourse](#)

6. **Member Benefits**

- a. **Healthcare Insurance Certification** – Complete this form and submit. All programs, regardless of member position type must complete.
 - i. Required Template: [Healthcare Insurance Certification Form](#)
- b. **Healthcare Insurance Waiver Form** – Please submit the form your program will use to determine coverage status of full-time AmeriCorps members. This form is only required of programs with full-time members. This form is not required for Professional Corps programs.
 - i. Sample Template: [Healthcare Insurance Acceptance or Waiver Form](#)
- c. **Childcare Waiver Form** – Please submit the form your program will use to determine if AmeriCorps members require childcare benefits. Alternatively, this may be included within the MSA. This form is only required of programs with full-time members. This form is not required for Professional Corps programs.
 - i. Sample Template: [Childcare Acceptance or Waiver Form](#)

7. **Organizational Chart** – The organizational chart should be current and show where/how the AmeriCorps program fits into the organization and model. For those programs within large organizations, you do not need to include the entire organization's structure (e.g. university or local government) but please include a snapshot that provides enough information to determine where the program fits in the whole organization.

8. **Service Site Agreement** – If your program design includes placement of members at service sites outside of the program operating organization, attach the service site agreement template. A site agreement identifies AmeriCorps members as the resource provided, and it outlines the requirements for each participant in the agreement, defines boundaries and deadlines, and includes both time and financial commitments required by the service site.

- a. Additional Guidance: [CNCS Service Site Agreement Outline](#)

9. **Additional Documents** – Please submit any additional forms that your program requires members or site supervisors to sign or agree to. This could include a handbook, policy and procedure manual, code of conduct, etc.

Exhibit C: AmeriCorps Member File Checklist

MARYLAND GOVERNOR'S OFFICE ON SERVICE AND VOLUNTEERISM AMERICORPS MEMBER FILE CHECKLIST

Directions: Place a check (✓) next to all documents found in the member's file. If the document is missing, leave the line blank. If a document does not apply to the member, write NA. The program will need to follow-up once file is corrected. For questions or clarifications, please contact your Maryland Governor's Office on Service and Volunteerism Program Officer.

Eligibility

- _____ **Identity Documentation** (Birth Certificate, Passport, Naturalization Certificate, or other allowable documentation as outlined in § 2522.200)
- _____ **Proof of Age** Documentation (DL or same as above) Birth date: _____
- _____ **High School Diploma/GED Certificate** OR Self-Certification (under penalty of perjury, name of HS, signature of member) or Self-Certification states member is working towards HS diploma or GED HS+ Year: _____
- _____ **National Sex Offender Public Registry** (NSOPW) checked and cleared on <http://www.nsopw.gov>
Date checked and Staff initials: _____
- _____ **Criminal History Background Check** Results of state criminal registry check
Date cleared and staff initials: _____
- _____ **Documentation of accompaniment** *If applicable. Attach additional sheet if necessary*
- _____ **FBI Check** run and member cleared (for 'covered' members)
Date sent: _____ Date cleared and staff initials: _____

Member Service Agreement

- _____ **Member Application** *Signed and dated*
- _____ **Member Enrollment Form** *Signed and dated by member and certifying official*
Start + End Dates: _____ Contracted Service: _____+ _____
Member Signature date on contract: _____
Enroll/ Exit Forms: _____+ _____
Timesheet Service: _____+ _____
- _____ **Member Start Date** Member Service agreement signature date is on or before member start date
- _____ **Childcare provided** _____ **Health care provided**

Timesheets

At minimum, check all timesheets for:

- _____ Member signature/ dates
- _____ Supervisor signatures/ dates
- _____ Timesheets cover length of service including weeks with no hours, holidays, vacations, and training
- _____ Allowable activities in alignment with intent of grant
- _____ Orientation/ Training on timesheet

Hours check:

- _____ Hour calculations are correct/ consistent- My AC: _____ Timesheet: _____ Exit Form: _____
- _____ Training as a % of Hours: _____
- _____ Fundraising as a % of Hours: _____ (Must be Documented)

Evaluations

- _____ Mid (only HT and FT) signed by member/ program? Date administered: _____
- _____ Final (all members) completed and signed by member/ program? Date administered: _____

Personal Compelling Circumstances (if applicable)

- _____ Sufficient, complete, and approved documentation of personal compelling circumstances

Exhibit D: Grievance Procedures Review

(SEE 45 CFR § 2540.230)

Name of Program:

Date Reviewed:

Name of Reviewer/GOSV Staff Member:

Background: In accordance with regulations at 45 CFR § 2540.230, organizations receiving assistance from the Corporation for National and Community Service must establish and implement a process for filing and adjudicating grievances from members, labor organizations, and other interested parties. A grievance process may include dispute resolution programs such as mediation, facilitation, assisted negotiation, and neutral evaluation. A grievance process must provide an opportunity for a grievance hearing and binding arbitration. If the grievance alleges fraud or criminal activity, it must immediately be brought to the attention of the CNCS Inspector General. Discrimination complaints may also be raised through the grievance procedure.

GOSV Policy: The GOSV will review AmeriCorps grantees' grievance procedures and ensure that they contain the components below. The GOSV maintains records of its review of grantees' grievance procedures and holds grantees accountable for making any needed revisions to their grievance procedures.

Components (required by regulation):

- ☐ Grievance procedures are part of the member contract
- ☐ Members are required to read and sign a copy of the grievance procedures
- ☐ The grievance procedures address each of the following required components:
 - ☐ The aggrieved party may seek resolution through alternative means of dispute resolution such as mediation or facilitation; if the matter is resolved, and a written agreement is reached, the party will agree to forego filing a grievance in the matter under consideration
 - ☐ Dispute resolution proceedings must be initiated within 45 calendar days from the date of the alleged occurrence; at the initial session of the proceedings, the party must be advised in writing of his/her right to file a grievance and right to arbitration
 - ☐ If mediation, facilitation, or other dispute resolution processes are selected, the process must be aided by a neutral party who, with respect to an issue in controversy, functions specifically to aid the parties in resolving the matter through a mutually achieved and acceptable written agreement; the neutral party may not compel a resolution; proceedings before the neutral party must be informal, and rules of evidence will not apply; with the exception of a written and agreed upon dispute resolution agreement, the proceeding must be confidential
 - ☐ If the matter is not resolved within 30 calendar days from the date the informal dispute resolution process began, the neutral party must again inform the aggrieving party of his/her right to file a formal grievance; if the aggrieving party files a grievance, the neutral party may not participate in the formal complaint process and no proceedings of

the informal dispute resolution process may be referred to or introduced into evidence at the grievance and arbitration hearing

- ☐ A grievance must be filed no later than one year of alleged occurrence (except for a grievance that alleges fraud or criminal activity)
- ☐ A grievance hearing must be held within 30 calendar days of filing a grievance
- ☐ Decision must be made within 60 calendar days of filing a grievance
- ☐ Hearing by person not involved in previous decisions on the issue
- ☐ The party who filed the grievance can submit the grievance to binding arbitration before a qualified arbitrator, who is jointly selected and independent of the interested parties, if the decision is adverse to grievant or if decision is not reached within 60 calendar days
- ☐ If the parties cannot agree on an arbitrator within 15 calendar days after receiving a request from one of the grievance parties, the CNCS Chief Executive Officer will appoint an arbitrator from the qualified list of arbitrators
- ☐ Binding arbitration hearing must be held within 45 calendar days after request for arbitration or within 30 calendar days after CEO appoints arbitrator
- ☐ The arbitrator must make a decision no later than 30 days after the start date of the arbitration proceeding
- ☐ The cost of the arbitration proceeding must be divided evenly between the parties to the arbitration except, however, if a participant, labor organization, or other interested individual prevails under the binding arbitration proceeding, the State or local applicant that is a party to the grievance must pay the cost of the proceeding and the attorney's fees of the prevailing party
- ☐ In cases where the grievance is filed regarding the proposed placement of an AmeriCorps member, the placement of the individual must not be made unless the placement is consistent with the resolution of the grievance.

Exhibit E: Prohibited Activities

While charging time to the AmeriCorps program, accumulating service or training hours, or otherwise performing activities supported by the AmeriCorps program or CNCS, staff and members may not engage in the following activities (see 45 CFR § 2520.65):

- a. Attempting to influence legislation;
- b. Organizing or engaging in protests, petitions, boycotts, or strikes;
- c. Assisting, promoting, or deterring union organizing;
- d. Impairing existing contracts for services or collective bargaining agreements;
- e. Engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office;
- f. Participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation, or elected officials;
- g. Engaging in religious instruction, conducting worship services, providing instruction as part of a program that includes mandatory religious instruction or worship, constructing or operating facilities devoted to religious instruction or worship, maintaining facilities primarily or inherently devoted to religious instruction or worship, or engaging in any form of religious proselytizing;
- h. Providing a direct benefit to—
 - i. A business organized for profit;
 - ii. A labor union;
 - iii. A partisan political organization;
 - iv. A nonprofit organization that fails to comply with the restrictions contained in section 501(c)(3) of the Internal Revenue Code of 1986 related to engaging in political activities or substantial amount of lobbying except that nothing in these provisions shall be construed to prevent participants from engaging in advocacy activities undertaken at their own initiative; and
 - v. An organization engaged in the religious activities described in paragraph 3.g. above, unless CNCS assistance is not used to support those religious activities;
- i. Conducting a voter registration drive or using CNCS funds to conduct a voter registration drive;
- j. Providing abortion services or referrals for receipt of such services; and
- k. Such other activities as CNCS may prohibit.

AmeriCorps members may not engage in the above activities directly or indirectly by recruiting, training, or managing others for the primary purpose of engaging in one of the activities listed above. Individuals may exercise their rights as private citizens and may participate in the activities listed above on their initiative, on non-AmeriCorps time, and using non-CNCS funds. Individuals should not wear the AmeriCorps logo while doing so.

GOSV Policy: Subgrantees must include a copy of and training on the AmeriCorps prohibited activities in member and site supervisor orientation and training.

Exhibit F: Criminal Background Checks Overview

NATIONAL SERVICE CRIMINAL HISTORY CHECK POLICY

Grantees are required to conduct and document National Service Criminal History Checks on all AmeriCorps participants and grant-funded staff members. See <http://www.nationalserviceresources.org/national-service-criminal-history-check-resources> for information. A National Service Criminal History Check includes:

1. National Sex Offender Public Registry Check

A grantee must, in selecting any individual for a staff member or participant position, conduct and document a search of the Department of Justice (DOJ) National Sex Offender Public Registry (NSOPR) at <http://www.nsopr.gov>.

2. State Criminal Registry Check

A grantee must, in selecting any individual for a staff member or participant position, conduct and document a search (by name or fingerprint) of the state criminal registry for the state in which the program operates and the state in which the applicant resides at the time of application.

3. FBI Fingerprint Check

A grantee must, in selecting an individual—who is age 18 or older and whose position will involve recurring access to vulnerable populations—for a position, conduct a national search by submitting fingerprints to the Federal Bureau of Investigation.

Required Procedures

The NSOPR check must be *completed* before service/work begins; the state and FBI checks must be initiated no later than the start of service/work. The program must retain evidence of the date the check was performed. Procedures must include: (a) documentation that the program verified the applicant's identity, by examining a government-issued photo identification card, and conducted the checks; (b) prior, written authorization by the applicant authorizing the program to conduct the checks, as well as authorization to share the results of that check within the program, as appropriate; (c) documentation of the applicant's understanding that selection into the program is contingent upon the organization's review of the applicant's criminal history, if any; (d) an opportunity for the applicant to review and challenge the factual accuracy of a result before action is taken to exclude the applicant from the position; (e) safeguards to ensure the confidentiality of any information relating to the criminal history check; (f) accompaniment of an individual, who will have access to vulnerable populations and for whom the results of the Criminal History checks are pending, by an authorized and cleared program representative, a family member/legal guardian of the vulnerable individual, or an individual authorized by the nature of his/her profession (e.g. education or medical professional) to have recurring access to the vulnerable individual; (g) checks paid for by the program; (h) documentation that you considered the results of the checks; and (i) maintaining the results of the checks in a secure location.

An individual is ineligible to serve in a covered position if the individual: (a) is registered, or required to be registered, on a State sex offender registry or the National Sex Offender Registry; (b) has been convicted of murder; (c) refuses to consent to a Criminal History Check; or (d) makes a false statement concerning his/her criminal history.

Exhibit G: FFR Template

FEDERAL FINANCIAL REPORT <small>(Follow form instructions)</small>								
1. Federal Agency and Organizational Element <i>Corporation for National and Community Service</i>				2. Federal Grant or Other Identifying Number Assigned by Federal Agency (To report multiple grants, use FFR Attachment)		Page	Of	Pages
3. Recipient Organization (Name and complete address including ZIP code)								
4a. DUNS Number	4b. EIN	5. Recipient Account Number or Identifying Number (To report multiple grants, use FFR Attachment)			6. Report Type <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual <input type="checkbox"/> Annual <input type="checkbox"/> Final	7. Basis of Accounting <input type="checkbox"/> Cash <input type="checkbox"/> Accrual		
8. Project/Grant Period From:			To:		9. Reporting Period End Date			
10. Transactions						Cumulative		
<i>(Use lines a-c for single or multiple grant reporting)</i>								
Federal Cash (To report multiple grants, also use FFR Attachment):								
a. Cash Receipts								
b. Cash Disbursements								
c. Cash on Hand (line a minus b)								
<i>(Use lines d-o for single grant reporting)</i>								
Federal Expenditures and Unobligated Balance:								
d. Total Federal Funds Authorized								
e. Federal Share of Expenditures								
f. Federal Share of Unliquidated Obligations								
g. Total Federal Share (sum of lines e and f)								
h. Unobligated Balance of Federal Funds (line d minus g)								
Recipient Share:								
i. Total Recipient Share Required								
j. Recipient Share of Expenditures								
k. Remaining Recipient Share to Be Provided (line i minus j)								
Program Income:								
l. Total Federal Program Income Earned								
m. Program Income Expended in Accordance with the Deduction Alternative								
n. Program Income Expended in Accordance with the Addition Alternative								
o. Unexpended Program Income (line l minus line m or line n)								
11. Indirect Expense	a. Type	b. Rate	c. Period From	Period To	d. Base	e. Amount Charged	f. Federal Share	
g. Totals:								
12. Remarks: Attach any explanations deemed necessary or information required by Federal sponsoring agency in compliance with governing legislation:								
13. Certification: By signing this report, I certify that it is true, complete, and accurate to the best of my knowledge. I am aware that any false, fictitious, or fraudulent information may subject me to criminal, civil, or administrative penalties. (U.S. Code, Title 18, Section 1001)								
a. Typed or Printed Name and Title of Authorized Certifying Official				c. Telephone (Area code, number and extension):				
				d. Email Address:				
b. Signature of Authorized Certifying Official				e. Date Report Submitted (Month, Day, Year):				
14. Agency use only:								

Exhibit H: FFR Instructions

The following instructions are standard instructions provided to all Federal agency grantees. For GOSV grantees, several of the fields will be pre-filled in Salesforce, and the program staff will not need to fill in the information stated below.

Recipient Share (called Grantee Share in the eGrants budget and called Match or Matching Funds in other governing documents or training materials)		
10i	Total Recipient Share Required	Enter the total required recipient share for reporting period specified in line 9. The required recipient share should include all matching and cost sharing provided by recipients and third-party providers to meet the level required by the Federal agency. This amount should not include cost sharing and match amounts in excess of the amount required by the Federal agency (for example, cost overruns for which the recipient incurs additional expenses and, therefore, contributes a greater level of cost).
10j	Recipient Share of Expenditures	Enter the recipient share of actual cash disbursements or outlays (less any rebates, refunds, or other credits) including payments to contractors. This amount may include the value of allowable third party in-kind contributions and recipient share of program income used to finance the non-Federal share of the project or program. Note: On the final report this line should be equal to or greater than the amount of Line 10i.
10k	Remaining Recipient Share to be Provided (Line 10i Minus Line 10j)	Enter the amount of Line 10i minus Line 10j. If recipient share in Line 10j is greater than the required match amount in Line 10i, enter zero.
Program Income		
10l	Total Federal Program Income Earned	Enter the amount of Federal program income earned. Do not report any program income here that is being allocated as part of the recipient's cost sharing amount included in Line 10j.
10m	Program Income Expended in Accordance With the Deduction Alternative	Enter the amount of program income that was used to reduce the Federal share of the total project costs.
10n	Program Income Expended in Accordance With the Addition Alternative	Enter the amount of program income that was added to funds committed to the total project costs and expended to further eligible project or program activities.
10o	Unexpended Program Income (Line 10l Minus Line 10m or Line 10n)	Enter the amount of Line 10l minus Line 10m or Line 10n. This amount equals the program income that has been earned but not expended, as of the reporting period end date.

	10n)	
11	Indirect Expense: Complete this information only if required by the awarding agency and in accordance with agency instructions. This should only be completed if the grantee used a Federally-approved indirect cost rate in the grant budget.	
11a	Type of Rate(s)	State whether indirect cost rate(s) is Provisional, Predetermined, Final, or Fixed.
11b	Rate	Enter the indirect cost rate(s) in effect during the reporting period.
11c	Period From; Period To	Enter the beginning and ending effective dates for the rate(s).
11d	Base	Enter the amount of the base against which the rate(s) was applied.
11e	Amount Charged	Enter the amount of indirect costs charged during the time period specified. (Multiply 11b. x 11d.)
11f	Federal Share	Enter the Federal share of the amount in 11e.
11g	Totals	Enter the totals for columns 11d, 11e, and 11f.
Remarks, Certification, and Agency Use Only		
12	Remarks	Enter any explanations or additional information required by the GOSV or CNCS including excess cash as stated in line 10c.
13a	Typed or Printed Name and Title of Authorized Certifying Official	Enter the name and title of the authorized certifying official.
13b	Signature of Authorized Certifying Official	The authorized certifying official must sign here.
13c	Telephone (Area Code, Number, and Extension)	Enter the telephone number (including area code and extension) of the individual listed in Line 13a.
13d	Email Address	Enter the email address of the individual listed in Line 13a.
13e	Date Report Submitted (Month, Day, Year)	Enter the date the FFR is submitted to the GOSV using the month, day, and year format.
14	Agency Use Only	This section is reserved for Federal agency use.

Exhibit I: Unexpended Funds Reports

Maryland Governor's Office on Service and Volunteerism Unexpended Funds Report

*This report will be provided as an electronic worksheet.
It will be due to the GOSV April 19, 2018.*

Grantee: _____

Grant Number: _____

Type of Funds (formula or competitive): _____

Grant Year: 2017 – 2018

A. Total CNCS grant funds awarded to date: \$ Provided by the GOSV

B. Total CNCS funds expended through \$ _____
March 31, 2018: *(This section is for funds expended
to date; unliquidated obligations are reported below.)*

C. Your CNCS expenses from April 1, 2018, \$ _____
through the end of the program year:
*(Be sure to include any unliquidated obligations
from the previous reporting period.)*

D. Total CNCS actual and estimated
expenditures \$ _____
(add line B and line C):

E. Estimated CNCS unexpended funds \$ _____ *
(line A minus line D):

Data provided by (grantee/program staff name): _____

Date: _____

***Note that these funds may be retained by CNCS and allocated to other states or programs within the current grant year. It is extremely important that grantees accurately analyze and report on grant expenditures and provide accurate projections of unexpended funds.**

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Exhibit K: ERF Checklist

MARYLAND GOVERNOR'S OFFICE ON SERVICE AND VOLUNTEERISM AMERICORPS EXPENSE REPORT FORM CHECKLIST

SECTION I (to be completed by appropriate GOSV staff member)

Report Completed By
(GOSV Staff Member): _____ Date checklist completed: _____

Program Name: _____ Program Year: _____

Legal Applicant: _____ Federal Grant Number: _____

Reporting Period: _____

			Date of Change	Initial
ERF approved in Salesforce?	yes	no	_____	_____
If yes, by whom?	_____		_____	_____
Followed naming convention?	yes	no	_____	_____
Correct Claim Month?	yes	no	_____	_____
Correct Reporting Date?	yes	no	_____	_____

Match:

CNCS Required Match Percentage: _____ GRANTEE Required Match Percentage: _____

CNCS Reported Match Percentage: _____ GRANTEE Reported Match Percentage: _____

COMMENTS: _____

Totals:

CNCS Budget: _____ This report: _____ YTD: _____

GRANTEE Budget: _____ This report: _____ YTD: _____

Administrative Costs:

Federal/CNCS Share: (not to exceed 5.26% of CNCS) Amount Reported on Budget: _____

Total CNCS Expenditures: _____

Allowable CNCS Share of Admin. Costs: _____ Reported on ERF: _____
(≤ Total CNCS x .0526)

Grantee Share: (not to exceed 10% of all direct expenditures) Amount Reported on Budget: _____

Total Expenditures: _____

Allowable Grantee Share of Admin. Costs: _____ Reported on ERF: _____
(≤ Total Expenditures x .10)

COMMENTS: _____

Program Income:

Program income reported? yes no Amount: _____

YTD: _____

COMMENTS: _____

Federal Funds reported as match? yes no Amount: _____

YTD: _____

**MARYLAND GOVERNOR'S OFFICE ON SERVICE AND VOLUNTEERISM
AMERICORPS EXPENSE REPORT FORM CHECKLIST****SECTION II** *(to be completed by Budget/Grants Manager)***Payment Requests:**

Invoice received via email? yes no

Invoice amount: _____ Does invoice match ERF CNCS total? yes no

Type of Draw: Reimbursement/Advance: Monthly/Quarterly

Invoice and Expenditures/Projections

Match? yes no

Forward for processing? yes no

State Commission Share: _____ x .01 = _____

Contact for Report _____

Contact for Invoice _____

COMMENTS:

Signature of Authorized Certifying Official: _____

Exhibit L: Sample In-Kind Receipt*Organization's Logo Here***Organization Name**
Organization Address, Phone, Website**Contributor Information**

Name of Business or Individual: _____

Name of Primary Contact: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone: _____ Email: _____

Contributed Goods or Services

Description of Contributed Goods or Services: _____

Date(s) Contributed: _____

Real or Estimated Value of Contribution: \$ _____

How was the value determined?: ☐ Actual Value ☐ Appraisal ☐ Other

If other, please explain: _____

Who Made this Value Determination?: _____

Is there a restriction on the use of this contribution?: ☐ No ☐ Yes

If yes, what are the restrictions?: _____

Was this Contribution Obtained with or Supported by Federal funds?: ☐ No ☐ Yes

If yes, please provide the name of the Federal agency and the grant or contract number: _____

Signature of Contributor

Date Contributed

*☞ Thank you for your support!! ☜***Office Use Only:****Person Receiving Goods or Services on Behalf of Non-Profit Organization of My County:**_____ **Printed Name** _____ **Position**_____ **Signature** _____ **Date Received****Accounting Use Only:**

\$ _____

Value Recorded**DR/CR Account Numbers****Date Entered****Data Entry Person****JE Number**

Exhibit M: Request for Budget Revision

MARYLAND GOVERNOR'S OFFICE ON SERVICE AND VOLUNTEERISM REQUEST FOR BUDGET REVISION

Program Name: _____

Date: _____

Grant Number: _____

Contact Person: _____

Phone: _____

JUSTIFICATION FOR BUDGET REVISION:*Reason For Budget Revision:*

Adverse Consequences if Revision is Denied:

(Use Additional Sheets as necessary)

I understand that this revision is until **August 1, 2017**, and all budget requirements remain in effect (maximum CNCS, required match, member enrollment, etc.).

Authorized Signature

Printed Name and Title

The GOSV will accept an electronic signature from the authorized program representative. Submit this form via email to your GOSV Program Officer. The request is due no later than **May 31, 2018** to request a budget revision for the 2017–2018 grant year.

COMMISSION USE ONLY

Request Approved: _____

Governor's Office Staff Signature: _____

Request Denied: _____

Date: _____

MARYLAND GOVERNOR'S OFFICE ON SERVICE AND VOLUNTEERISM**REQUEST FOR BUDGET REVISION-CONTINUED**

Program Name:

Grant Number:

Budget Sections	Budget Item	Original CNCS Budget	Revised CNCS Budget	Comments
Section I. Program Operating Costs				
A. Personnel Expenses				
B. Personnel Fringe Benefits				
C. Travel				
D. Equipment				
E. Supplies				
F. Contractual and Consultant Services				
G. Training				
H. Evaluation				
I. Other Program Operating Costs				
Section II. Member Costs				
A. Living Allowance				
B. Member Support Costs				
FICA				
Worker's Compensation				
Health Care				
Other				
Section III. Administrative/Indirect Costs				
A. Corporation Fixed Percentage				
B. Federally Approved Indirect Cost Rate				
	TOTAL			

 Authorized Signature

 Printed Name and Title

Exhibit N: Closeout Instructions

All program and planning grantees are required to close out their grants at the end of the program year. A program has 60 days to close out the grant. Note that once a grant is closed out by the grantee and approved by the GOSV, no funds will be available to reimburse the program for expenditures. It is very important to verify that all reimbursements were submitted and all payments were received for the entire grant year before submitting closeout materials to the GOSV. This verification is the responsibility of the program.

GOSV grantees must submit the following documents:

1. Final Financial Report: The Final Federal Financial Report must be submitted electronically through Salesforce and should be cumulative for the entire project period. The report must also reflect the required percentage of matching funds that you have agreed to contribute under the terms of the grant.
2. Equipment Inventory: This form catalogues items purchased with Federal grant funds with a current per unit fair market value of \$5,000 or more, or a written statement that there are no such items. Grantees should scan the form **after** the authorizing official has signed it and then email the form to your GOSV Program Officer.
3. Inventory of Unused or Residual Supplies: This form catalogues supplies purchased with Federal grant funds in which the aggregate exceeds \$5,000, or a written statement that such supplies (if any) do not exceed \$5,000. Grantees should scan the form **after** the authorizing official has signed it and then email the form to your GOSV Program Officer.
4. Sub-grantee Certification (if applicable): This form is used by GOSV grantees to certify the closeout of their grants each year. Grantees should scan the form **after** the authorizing official has signed it and then email the form to your GOSV Program Officer.

In addition, if the grantee was reimbursed for funds under the grant but did not fully expend them, funds **must** be returned by check made payable to the Governor's Office on Service and Volunteerism. Include the grant number on the check (these numbers can be found on your cooperative agreement). An accompanying letter should indicate that the check is a **refund** to be credited to Governor's Office on Service and Volunteerism along with the program year. The refund check should be sent to:

Director
Governor's Office on Service and Volunteerism
100 Community Place
Crownsville, MD 21032

Exhibit O: Closeout Inventory Form

EQUIPMENT INVENTORY

Items of Equipment with a Current Fair Market Value of
\$5,000 or More and Purchased with Federal Grant Funds

Grant Number: _____

Program: _____

Official Signature: _____

Printed Name: _____

Title: _____

Phone Number: _____

Email: _____

Date of submission: _____

Is this program continuing beyond the expiration date of this CNCS grant?

☐ Yes

☐ No

If the above answer is YES, does the grantee request to continue use of all or part of the equipment?

☐ Yes (identify all such equipment below by marking it with a double **)

☐ No

or

Does the grantee request the use of the equipment on other federally supported activities?

☐ Yes

☐ No

Title Holder/ Funding Source (e.g. Grantee/ CNCS)	Item Description	Equipment Serial Number	Location/Sit e and Condition*	Acquisition Date/Cost	Estimated Current Fair Market Value	Disposition /Date

(N/A=Grantee has no such items; attach a written, signed statement)

* E=Excellent VG=Very Good G=Good F=Fair P=Poor

If the grantee does not request continued use of items of equipment, CNCS will issue disposition instructions upon receipt of the inventory.

Grant Number:

Equipment Inventory:

The _____ does not hold in its possession any equipment purchased with Federal grant funds with a current per unit fair market value of \$5,000 or more.

Authorized Signature

Date

SUPPLIES INVENTORY

Inventory of unused/ residual supplies with an aggregate current fair market value of
\$5,000 or more and Purchased with Federal Grant Funds

Grant Number: _____

Program: _____

Official Signature: _____

Printed Name: _____

Title: _____

Phone Number: _____

Email: _____

Date of submission: _____

Is this program continuing beyond the expiration date of this CNCS grant?

☐ Yes

☐ No

If the above answer is YES, does the grantee request to continue use of all or part of the supplies?

☐ Yes (identify all such equipment below by marking it with a double **)

☐ No

(or)

Does the grantee request the use of the supplies on other federally supported activities?

☐ Yes

☐ No

Funding Source (e.g. Grantee/ CNCS)	Item Description	Location/Site	Estimated Current Fair Market Value	Disposition / Date

(N/A=Grantee has no such items; attach a written, signed statement)

Grant Number:

Supplies Inventory:

The _____ does not hold in its possession any unused or residual supplies purchased with Federal grant funds with a current per unit fair market value of \$5,000 or more.

Authorized Signature

Date

Exhibit P: Closeout Certification

MARYLAND GOVERNOR'S OFFICE ON SERVICE AND VOLUNTEERISM CERTIFICATION OF AMERICORPS GRANT CLOSEOUT

Grant #: _____

Program Name: _____

On behalf of the legal applicant, I certify that I am the official authorized to represent the above applicant and that, to the best of my knowledge and belief, the information in this report is true and correct.

I further certify that our entity has completed all closeout actions; accomplished all program and financial requirements; secured all reports; and reconciled all funding with respect to our award under the above-referenced grant.

Signature

Typed Name

Title

Date

Phone Number

Email Address

Exhibit Q: Salesforce Instructions

GOSV GRANTEE INSTRUCTIONS FOR REPORTING IN THE SALESFORCE ONLINE SYSTEM

I. Account Access (Start here for Program and Financial Reporting)

Gather all needed data (i.e. Portal reports, demographics numbers, performance measurement information, budget expenditures, etc.) before beginning the online reporting process.

- A. Login: <https://login.salesforce.com/>
- B. From home page, select the **Grant Information** tab.
- C. In View box, choose My Grants and click **Go!**
- D. Click on your grant title under “Grant Name.”
- E. Be sure that these sections have already been completed and have the correct information:
 - 1. Grant Information Detail
 - 2. Grant AWARD Performance Measures
 - 3. Approved Budget Amounts

If the sections are not complete or are incorrect, please email your GOSV Program Officer.

- F. To change your email address:
 - 1. In the upper right corner of your screen, click on the down arrow next to your user name.
 - 2. Click on Setup.
 - 3. In the first box labeled **My Personal Information**, click the first bullet:
 - [Edit your information, language, time zone, quota, or sales team](#)
 - 4. This link will take you to the **User Detail** screen, and then click **Edit**.
 - 5. While in **Edit** mode, you may make changes to any of the fields where there is a box, including email address.
 - 6. Click Save.
 - 7. If you changed the email address, Salesforce will send an email to both the old and the new address. The old user does not need to do anything; this feature is only for security purposes. The new email address must be confirmed by clicking the link **within 72 hours**.
- G. To change your password:
 - 1. In the upper right corner of your screen, click on the down arrow next to your user name.
 - 2. Click on Setup.
 - 3. In the first box labeled **My Personal Information**, click the first bullet:
 - [Edit your information, language, time zone, quota, or sales team](#)
 - 4. This link will take you to the **User Detail** screen, and then click **Change Password**.
 - 5. Type in your old password and new password.
 - 6. Click **Save**.
 - 7. You can also choose a security question and answer on this page, if you choose.

II. Program Progress Reporting

Grantees will submit three Progress Reports via Salesforce plus a Final Report in the 2017 – 2018 grant year . Reports are due on January 20, April 20, July 20, and October 20.

- A. Click on the **Progress** tab, at the top of the page.
- B. Click **Go!** next to **My Progress**.
- C. Double-click **Edit** for the report that corresponds to the correct **Reporting Period**.
- D. To enter the report information, type or paste into the appropriate fields. Remember to **Save** often. Complete Demographics, MSYs, Performance Measures, Narratives, and Portal Compliance; follow the criteria for each section, provided below.

1. Demographic Information:

Enter the appropriate number in each box. If a category does not apply, enter “0” (zero). Numbers should reflect the program year to date; do not double count or duplicate numbers. Ensure that you are meeting the definition of each demographic category:

Indicator	Definition
Applicants	Number of individuals who applied to be program participants. Enter all applicants for the 2016-2017 program year.
Leveraged Volunteers	
Leveraged volunteers	Number of volunteers of all ages who were recruited, coordinated, or supported by your programs. Leveraged volunteers do not include AmeriCorps members. All leveraged volunteers must adhere to the same prohibited activities as AmeriCorps members.
Disadvantaged Children and Youth Volunteers	<p>Number of disadvantaged children and youth serving as leveraged volunteers. Disadvantaged children and youth are those up to age 25 with exceptional or special needs (as defined in part 2552.81 of the DVSA regulations*), or who are economically disadvantaged and for whom one or more of the following apply: 1) out-of-school, including out-of-school youth who are unemployed; 2) in or aging out of foster care; 3) limited English proficiency; 4) homeless or have run away from home; 5) at-risk to leave school without a diploma; and 6) former juvenile offenders or at risk of delinquency.</p> <p>*2552.12 (f) Children with exceptional needs. Children who are developmentally disabled, such as those who are autistic, have cerebral palsy or epilepsy, are visually impaired, speech impaired, hearing impaired, orthopedically impaired, are emotionally disturbed or have a language disorder, specific learning disability, have multiple disabilities, other significant health impairment or have literacy needs. Existence of a child's exceptional need shall be verified by an appropriate professional, such as a physician, psychiatrist, psychologist, registered nurse or licensed practical nurse, speech therapist or educator before a Foster Grandparent is assigned to the child.</p> <p>2552.12 (g) Children with special needs. Children who are abused or neglected; in need of foster care; adjudicated youth; homeless youths; teen-age parents; and children in need of protective intervention in their homes. Existence of a child's special need shall be verified by an appropriate professional before a Foster Grandparent is assigned to the child.</p>
College Student Volunteers	Number of individuals enrolled in a degree-seeking program at a community, professional, or technical college, or within an undergraduate or graduate program at a college or university who serve as leveraged volunteers.
Baby Boomer Volunteers	Number of individuals born between 1946 and 1964 who serve as leveraged volunteers.
Program Participants	
ACMs in disaster projects	Number of AmeriCorps members participating in disaster services projects.

ACMs disaster certified	Number of AmeriCorps members who have been certified in disaster preparedness and response.
ACMs available for deployment	Number of AmeriCorps members available for deployment in support of a local, state, or other disaster.
Veterans serving as volunteers	Number of veterans serving as leveraged volunteers.
Veterans serving as AmeriCorps members	Number of veterans serving as AmeriCorps members.
Populations Served	
Disadvantaged children & youth	Number of disadvantaged children and youth being served (see definition above).
Children & youth of incarcerated parents	Number of children and youth up to age 25, who have one or both parents or legal guardians serving or having served a period of time in jail and/or prison.
Individuals mentored	Number of formal, sustained relationships established between an older or more experienced person and a younger or less experienced person for the purpose of academic, social, or career support. This does not include the relationship between a teacher and his or her students in a classroom setting. If your program works with multiple mentees, please report total number of individuals mentored.
Independent living services	Number of clients receiving independent living services, including respite care, to help them live independently in their homes in community-based settings.
Disasters	Number of local disasters to which AmeriCorps members have responded.
Disaster services	Number of community members who receive assistance from AmeriCorps members and/or leveraged volunteers responding to disasters and participating in recovery.
Total number of Adults Served	Number of people age 18 and over served by AmeriCorps members or volunteers leveraged by members.
Total number of Children Served	Number of people age 17 and under served by AmeriCorps members or volunteers leveraged by members.
Number of Military Family Members Served	Number of military family members served by AmeriCorps members or volunteers leveraged by members.
Number of Military Families Served	Number of military families served by AmeriCorps members or volunteers leveraged by members.
Number of Veterans Served	Number of veterans served by AmeriCorps members or volunteers leveraged by members.
Number of Veteran Family Members Served	Number of veteran family members served by AmeriCorps members or volunteers leveraged by members.

- 2. MSYs Serving in Focus Areas:** For each focus area, enter the actual number of MSYs and AmeriCorps members that have served in the area so far this program year. Ensure that the member service meets the description of each focus area. Remember, that the total of these categories should equal the number of MSYs and members that served to date in this program year. Members may be double-counted across Focus Areas, but MSYs may not.
- 3. MSYs Serving in Focus Areas Prior to 13-14 Grants: This section is read-only. Do not attempt to edit.**

- 4. Data Collection:** Explain your program's procedures for collecting the data reported in demographic information, MSYs serving in focus area, and performance measures. Describe the instrument(s) used, the timeline for collection, how data are processed, and who is responsible for data collection (12,000 character limit).
- 5. Narratives for this Reporting Period:** For all narratives, please use complete sentences and use the third person.
 - a) **Monitoring Activities:** Explain what you have done to monitor your members and service locations (i.e. "sites") during this reporting period. Please be specific and thorough (12,000 character limit). List the dates of your trainings or visits, the titles of staff who attended, member attendance rate, the topics covered in meetings, etc.
 - b) **Successes & Challenges:**
 - In 255 characters or less, provide a sentence on each success or challenge, for this reporting period, in each box provided. You should have three successes and three challenges.
 - In the Success Comments box, please enter supporting qualitative or quantitative information and explain why each success is important (12,000 character limit).
 - In the Steps to Overcome Challenges box, provide pertinent details for the challenges and explain the steps you have already taken or your plan of action to address each challenge (12,000 character limit).
 - c) **Priorities:** Provide a sentence or two, in 255 characters or less, on your top three program priorities for the *next* quarter.
 - d) **Story:**
 - Enter a short descriptive title in the Story Title box.
 - Provide a brief—255 characters or less—background (i.e. the context of the story) in the Editor's Note box.
 - Pick the Story Perspective, the point of view from which the story is told, from the drop-down list.
 - Then, in 12,000 characters or less, enter your Story for the reporting period. The story is meant to capture the spirit of AmeriCorps service from the perspective of a member, site, volunteer, staff, etc. The story should be personal, emotionally engaging, vivid, and present a connection to the greater impact or meaning of service. Remember to include the five components of a good story: inciting incident, barriers, steps taken, rising action, and resolution ("a-ha" moment).
- 6. Portal Compliance as of the end of the Reporting Period:** The Portal statistics will be entered for you. Do not edit the percentages. If a number appears to be incorrect, email your GOSV Program Officer. If you achieved 100%, enter N/A under problems and remediation steps. If you did not achieve 100% for a Portal category,
 - a. Explain why in the Problems box (255 character limit).
 - b. Describe how you will correct this problem in the Remediation Steps (255 character limit).
- 7. Progress Performance Measures:**
 - a. Click **Save** on the Progress Report. Then, go to the Progress Performance Measures section. Each performance measure will be listed by the type (i.e. output or intermediate outcome) and the general title of the aligned measure. Click on the measure to enter the required information.
 - b. For each measure, double click on the field to enter the MSY actual, member actual, actual value, status, and comments.
 - The MSY actual should equal the number of MSYs allocated to the measure from the beginning of the program year until the end of the reporting period.

- The member actual should equal the number of AmeriCorps members allocated to the measure from the beginning of the program year until the end of the reporting period. Members may be double-counted across performance measures, but MSYs may not.
- The actual value should reflect the performance measure results from the beginning of the program year until the end of the reporting period. Ensure that results are not double counted.
- Select the status (met, unmet, or ongoing) of the performance measure from the drop-down list. The status must be supported by the actual value.
- Provide brief comments for each measure that includes supporting data (e.g. how data were/will be obtained, the likelihood of meeting the measure, or the percentage the value represents). If you anticipate having trouble meeting your performance measures, explain why and describe your plan for improvement. **The comments field has a 250 character limit.** Please check your character count in Word before pasting into Salesforce; this field will allow you to enter more, but only 250 characters will be available in the printable view. Do not enter more than 250 characters.
- c. Once you are satisfied with your entries for the measure, click **Save**.
- d. Go to the next performance measure by clicking on the Progress link and returning to the Progress Performance Measures section. Repeat steps b) through d) until you have reported on all measures.

A. To attach requested files (e.g. organizational chart, supporting Portal reports):

1. **Save** the record.
2. Scroll to **Notes and Attachments** (second section from the bottom of the page).
3. Click **Attach File**.
4. Select the File: type the path or Browse.
5. Click **Attach File**; wait for the upload.
6. When upload is complete, the file should appear under the “You have just uploaded the following file” heading. Then, you may click **Done** to return to your report. Do NOT click **Done** until the file is uploaded; otherwise, the upload will be canceled.
7. Click “Edit” for the attachment to enter a description. Click “Save” to return to the report.

B. To Submit the Progress Report:

1. Click **Printable View** to see the report as it will be submitted.
2. Review all information for accuracy, and be sure that all fields are complete and visible in the printable view.
3. You must be in **Edit** mode to submit your application.
4. Change the Status to **Submitted**.
5. Click **Save**. You should receive an email verifying submission.

III. Financial Reporting

The monthly Expense Report Forms (ERFs) must be completed before finishing and submitting a Federal Financial Report (FFR). ERFs should be created and submitted monthly. The data from the ERFs will roll up into the FFR automatically, following ERF approval from the GOSV.

A. Complete the ERF first.

1. Click on FFRs tab, at the top of the page.
2. Click **Go!** next to View: My FFRs.
3. Select and click open your FFR (there should be only one listed).

4. Scroll across ERFs (on the top left, just above FFR detail), click **New ERF**.
5. Enter ERF name (AmeriCorps Program Name 2016-ERF-Month[2 digits]-Year[4 digits]). Be sure to include the dashes just as they appear (e.g. Awesome AmeriCorps Program 2016-ERF-04-2017). The title of the AmeriCorps program should look exactly like the title provided in the grantee's applicant information screen.
6. Enter the Reporting Date, and make sure the Status is **Open**.
Note: The reporting date should be the last day of the month on which you are reporting (e.g. in the example above, the Reporting Date would be 02/30/2017). The Claim Month field will auto fill based on the Reporting Date chosen.
7. If there are any notes associated with this month's entries, please include them in the Notes field located at the top of the page. In this field, type the name of the person submitting the report.
8. Enter Costs and Program Income for the period. If you did not expend funds for a line item, please enter 0 (zero).
Remember: Program Income should only be entered if you received CASH above and beyond your budgeted match for the program year (i.e. Program Income is not the grantee match).
9. Once satisfied with all the entries, click **Save**.
Tip: Check your work by making sure that the date in the name of your ERF matches the claim date month and year.
- B. Generate a printable invoice for your records and save in Documents.**
 1. Scroll across **Activity History**, click on **Mail Merge**.
 2. The appropriate ERF should appear in "1. Choose the record to merge"; select ERF Invoice in "2. Choose a mail merge template"; make sure the box is checked for "3. Log an activity."
 3. Click Generate; an email with the Invoice will be sent to the email address on your account from support@salesforce.com. Make sure you set up your email system to receive emails from the Salesforce.com domain.
 4. A new screen with Task Information will automatically appear. This screen will allow you to record that you completed the Invoice generation. You may add comments in the box if you wish.
 5. When satisfied, click **Save**.
 6. After saving, you will be taken back to your ERF screen; the Invoice creation will be listed under your **Activity History**.
 7. Open the attached invoice from your email. Review the invoice for accuracy and electronically sign the invoice by typing in the name and title of the person submitting the invoice. Enter the date. Once you have reviewed and are satisfied with the invoice, save the document as a PDF. Print and retain a copy in your files.
 8. Next, upload the invoice PDF to Salesforce. Go to the **Documents** tab; under **Documents Folder**, choose your program's folder and click **Go!**
 9. Click on **New Document**. Under **1. Enter details**, type the **Document Name** as "AmeriCorps Program Name 2016-Invoice-Month[2 digits]-Year[4 digits]".
 10. Under **2. Select the File**, make sure that the first option is selected. Click the **Choose File** button and select the saved invoice PDF you wish to upload.
 11. Under **3. Click the "Save" Button**, click **Save**.
 12. After saving, you will be taken to the **Document Detail** screen. Right click on "View file" and copy the link address.
 13. Go back to the ERF screen. Enter the copied link address into the Invoice Link field.
 14. Verify all information in the ERF. Change the Status to **Submitted** and click **Save**. You should receive an email confirming the submission.

- C. Once all appropriate ERFs have been submitted and approved*, click the **FFRs** tab at the top of the page. *Remember: there will be only one FFR that you will update each quarter.*Allow two business days for ERFs to be reviewed by GOSV.*
1. Click **Go!** Next to My FFRs.
 2. Double-click on the FFR name to open FFR detail. In this mode, you should be able to see the costs from the ERFs.
 3. When you are ready to input information, click **Edit**. *Note: in “Edit” mode, only editable fields will be visible.*
Tip: If the FFR does not have an “Open” status, you will not be able to edit; contact your GOSV Program Officer if you encounter this problem.
 4. Choose the correct Reporting Period from the drop-down menu.
 5. Enter the correct Reporting Period End Date (the last day of the period for which you are reporting).
 6. Choose the basis of accounting from the drop-down menu.
 7. Complete all appropriate Data Entry fields; including the Remarks field in the FFR Closing section. ***Fields should be completed according to FFR instructions, Exhibit H in the GOSV Grantee Manual.***
 8. If you have other Federal funds to report as match, please do so in the Remarks section:
 - a) Use a semicolon to separate each data element as shown below, without any spaces between data elements and the semicolons (semicolons allow the GOSV to export and compile data for reporting to CNCS):
 - eGrants Program Code
 - Name of the other federal agency (without abbreviation)
 - The other federal agency grant or contract number
 - The Catalogue of Federal Domestic Assistance (CFDA) number or “N/A” if a contract
 - The cumulative amount expended towards the AmeriCorps program from that source in whole dollars, rounded to the nearest dollar
 - b) Use one line per source; enter a hard-return break to create a blank line

A sample report of other Federal Funds as Match would appear as follows:

Sources and amounts of federal funds other than funds from the Corporation used to carry out the program(s) funded under this grant during the preceding four months (September 1 through December 31) are as follows:

13AFHMD0010099;Department of Health and Human Services; Grant ABCDEF;CFDA 88.888;\$50,567

9. Once satisfied with your entries, click **Save**.
- D. Generate a printable FFR for your records and save in **Documents**.
1. Open your FFR.
 2. Scroll across **Activity History**.
 3. Click on **Mail Merge**.
 4. Your FFR should appear in “1. Choose the record to merge”; FFR 425 should appear in “2. Choose a mail merge template”; the box should be checked on “3. Log an activity.”
 5. Click Generate; an email with the FFR will be sent to the email address on your account.

6. A new screen with Task Information will automatically appear. This screen will allow you to record that you completed the FFR generation. You may add comments in the box if you wish.
7. When satisfied, click **Save**.
8. After saving, you will be taken back to your FFR screen; the FFR creation will be listed under your **Activity History**.
9. Open the attached FFR from your email. Review the FFR for accuracy and electronically sign the FFR (13.b.) by typing in the name of the person submitting the FFR. Once you have reviewed and are satisfied with the FFR, save the document as a PDF. Print and retain a copy in your files.
10. Next, upload the FFR PDF to Salesforce. Go to the **Documents** tab; under **Documents Folder**, choose your program's folder and click **Go!**
11. Click on **New Document**. Under **1. Enter details**, type the **Document Name** as "AmeriCorps Program Name 2016-FFR-Month[2 digits]-Year[4 digits]".
12. Under **2. Select the File**, make sure that the first option is selected. Click the **Choose File** button and select the saved FFR PDF you wish to upload.
13. Under **3. Click the "Save" Button**, click **Save**.
14. After saving, you will be taken to the **Document Detail** screen. Right click on "View file" and copy the link address. Go back to the FFR screen. Enter the copied link address into the FFR Document Link for the correct quarter.
15. Verify all information in the FFR. Change the Status to **Submitted** and click **Save**. You should receive an email confirming the submission.